

INDEX: SPRING LAKE MN Docket: 1382542 - 56680

Item	Document
1	Request/approval to study for discontinuance (05/27/2011)
2	Notice (if appropriate) to Headquarters of suspension
3	Notice (if appropriate) to customers/district personnel of suspension
4	Highway map with community highlighted (06/03/2011)
5	Eviction notice (if appropriate) (06/03/2011)
6	Building inspection report and original photos of building deficiencies (if appropriate) (06/03/2011)
7	Post Office and community photos (06/03/2011)
8	PS Form 150, Postmaster Workload Information (06/13/2011)
9	Worksheet for calculating work service credit (06/13/2011)
10	Window transaction record (06/13/2011)
11	Record of incoming mail (06/13/2011)
12	Record of dispatched mail (06/13/2011)
13	Administrative postmaster/OIC comments (06/03/2011)
14	Inspection Service/local law enforcement vandalism reports (06/03/2011)
15	Post Office fact sheet (06/15/2011)
16	Community fact sheet (07/01/2011)
17	Alternate service options/cost analysis (06/15/2011)
18	Form 4920, Post Office Fact Sheet (06/13/2011)
19	Recommendation and Service Replacement Type (06/15/2011)
20	Questionnaire instruction letter to postmaster/OIC (06/27/2011)
21	Cover letter, questionnaire, and enclosures (06/15/2011)
22	Returned customer questionnaires and Postal Service response letters (06/15/2011)
23	Analysis of questionnaires (06/30/2011)
24	Community meeting roster (06/29/2011)
25	Community meeting analysis (06/29/2011)
26	Community meeting letter (Need to set before questionnaire if not held before) (06/15/2011)
27	Petition and Postal Service response letter (if appropriate) (01/01/1900)
28	Congressional inquiry and Postal Service response letter (if appropriate) (01/01/1900)
29	Proposal checklist (06/13/2011)
30	District notification to Government Affairs (07/15/2011)
31	Instructions to postmaster/OIC to post proposal (07/08/2011)
32	Invitation for comments exhibit (07/15/2011)
33	Proposal exhibit
34	Comment form exhibit (07/08/2011)
35	Instructions for postmaster/OIC to remove proposal (09/09/2011)
36	Round-date stamped proposals and invitations for comments from affected offices (09/20/2011)
37	Notification of taking proposal and comments under internal consideration (09/15/2011)
38	Proposal comments and Postal Service response letters (09/08/2011)
39	Premature Postal Regulatory Commission appeal and Postal Service response letter (if appropriate) ()
40	Proposal Analysis of comments (09/20/2011)
41	Revised proposal (if appropriate) (07/08/2011)
42	Updated PS Form 4920 (if appropriate) (06/13/2011)
43	Certification of record (09/20/2011)
44	Log of Post Office discontinuance actions (09/20/2011)
45	Transmittal to VP, Delivery and Retail, from district manager, Customer Service and Sales (09/30/2011)
46	Headquarters' acknowledgment of receipt of record (10/02/2011)
47	Final determination transmittal letter from Headquarters (10/11/2011)
48	Instruction letter to postmaster/OIC on posting (10/27/2011)
49	Round-date stamped final determination cover sheets (11/28/2011)
50	Postal Bulletin Post Office Change Announcement ()
51	Vice president, Delivery and Retail, instruction letter (10/11/2011)



05/27/2011

ANTHONY WILLIAMS
DISTRICT MANAGER
NORTHLAND PFC

SUBJECT: Authority to Conduct Investigation

I request your authorization to investigate a possible change in postal services for the office in the MN 08 congressional district.

Post Office Name:	SPRING LAKE
Zip+4 Code:	56680-2000
EAS Level:	55
Finance Number:	268850
County:	Itasca
Proposed Admin Office:	MARCELL
ADMIN Miles Away:	10.0
Near Office Name:	MARCELL
Near Miles Away:	10.0
Number of Customers:	
Post Office Box:	19
General Delivery:	0
Rural Route (RR):	0
Highway Contract Route (HCR):	0
Intermediate RR:	0
Intermediate HCR:	0
City Delivery:	0
Total Customers:	19
ZIP Code Change:	Yes <input type="checkbox"/> NO <input checked="" type="checkbox"/> ZIP Code
Maintain Town Name:	Yes <input checked="" type="checkbox"/> NO <input type="checkbox"/>

The above office became vacant when the postmaster retired on 08/31/1995.

A review of the Spring Lake Post Office has shown that the workload has steadily decreased. Current workload is 1.3 hours per day. Revenue has dropped 15.9% in the past 2 years. The office is open 4 hours daily. This reduced workload suggests that the maintenance of an independent office at Spring Lake may not be warranted. The community could receive regular and effective service through rural route delivery.

MARK THIMM
Manager, Post Office Operations

Approval to Study for Discontinuance:

ANTHONY WILLIAMS
DISTRICT MANAGER
NORTHLAND PFC

05/27/2011

DATE

cc: Area Manager, Public Affairs and Communication



Docket: 1382542

NOTICE OF POST OFFICE EMERGENCY SUSPENSION

A. Office

Name: SPRING LAKE State: MN Zip Code: 56680
Area: WESTERN District: NORTHLAND PFC
Congressional District: MN 08 County: Itasca
EAS Grade: 55 Finance Number: 268850
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

• There was no Emergency Suspension for this office

Prepared by: Margaret Campbell
Title: NORTHLAND PFC Post Office Review Coordinator
Tele No: (612) 349-3568

Date: 06/13/2011
Fax No: (612) 349-0389



NOTICE TO CUSTOMERS/DISTRICT PERSONNEL OF SUSPENSION

A. Office

Name: SPRING LAKE State: MN Zip Code: 56680
Area: WESTERN District: NORTHLAND PFC
Congressional District: MN 08 County: Itasca
EAS Grade: 55 Finance Number: 268850
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

There was no Emergency Suspension for this office

Prepared by: Margaret Campbell
Title: NORTHLAND PFC Post Office Review Coordinator
Tele No: (612) 349-3568

Date: 06/03/2011
Fax No: (612) 349-0389



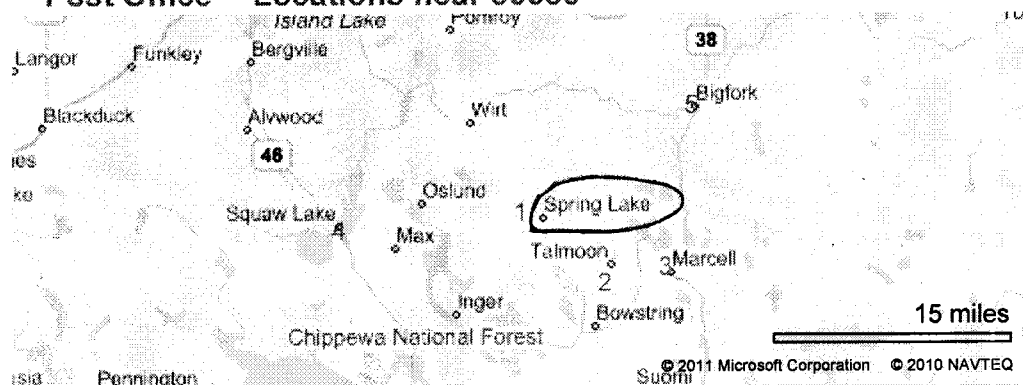
A service of



Post Office™ Locations

DOCKET NO. 1382542-56680
 PRINT | BACK ITEM NO. 4
 PAGE 1

Post Office™ Locations near 56680



1 Post Office™
Location - SPRING LAKE

48501 COUNTY ROAD 4
 SPRING LAKE, MN
 56680-2000
 (800) ASK-USPS

(800) 275-8777

(218) 832-3626

0.0 mi

Business Hours

Mon-Sat
 9:30am-1:30pm
 Sun
 closed

Services

PO Boxes Online

Service hours may vary. Please check link for business hours.

2 Post Office™
Location - TALMOON

49926 STATE HIGHWAY 6
 TALMOON, MN
 56637-2016
 (800) ASK-USPS

(800) 275-8777

(218) 832-3516

7.0 mi

Business Hours

Mon-Fri
 6:30am-8:00pm
 Sat-Sun
 closed

Services

PO Boxes Online

Service hours may vary. Please check link for business hours.

3 Post Office™
Location - MARCELL

39370 STATE HIGHWAY 286
 MARCELL, MN 56657-2253
 (800) ASK-USPS

(800) 275-8777

(218) 832-3889

Business Hours

Mon-Fri
 7:30am-12:00pm
 1:00pm-4:00pm
 Sat
 8:00am-9:30am
 Sun
 closed

Services

PO Boxes Online

Service hours may vary. Please check link for business hours.

9.9 mi

DOCKET NO.

ITEM NO.

PAGE

1382542-56680

4

2

4 **Post Office™**
Location - SQUAW LAKE

51879 STATE
HIGHWAY 46
SQUAW LAKE, MN
56681-4500
(800) ASK-USPS
(800) 275-8777
(218) 659-4492

11.5 mi

Business Hours

Mon-Fri
8:00am-12:00pm
12:30pm-4:30pm
Sat
10:00am-12:00pm
Sun
closed

Services**PO Boxes Online**

Service hours may vary. Please
check link for business hours.

5 **Post Office™**

Location - BIGFORK
305 MAIN ST
BIGFORK, MN 56628-
2001
(800) ASK-USPS

(800) 275-8777

(218) 743-3561

12.8 mi

Business Hours

Mon-Fri
9:00am-12:30pm
1:30pm-4:00pm
Sat-Sun
closed

Post Office™ Locations near 56680**By City**

SPRING LAKE TALMOON MARCELL SQUAW LAKE BIGFORK

By ZIP Code

56637 56657 56681 56628 56639 56636 56661 56660 55721 56663
56630 56626 55722 55709 55786 55744 55764 55716 56683 56647

People and Business Search Find people and businesses at WhitePages.com**People Search**

Search for a person and
perform a reverse lookup
on phone numbers and
addresses.

Business Search

Search for a business by name or
category nationwide.

Reverse Phone Number

See who is calling you



Eviction Notice

A. Office

Name: SPRING LAKE State: MN Zip Code: 56680
Area: WESTERN District: NORTHLAND PFC
Congressional District: MN 08 County: Itasca
EAS Grade: 55 Finance Number: 268850
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

There was no eviction notice for this office

Prepared by: Margaret Campbell
Title: NORTHLAND PFC Post Office Review Coordinator
Tele No: (612) 349-3568

Date: 06/13/2011
Fax No: (612) 349-0389



Building Inspection Report

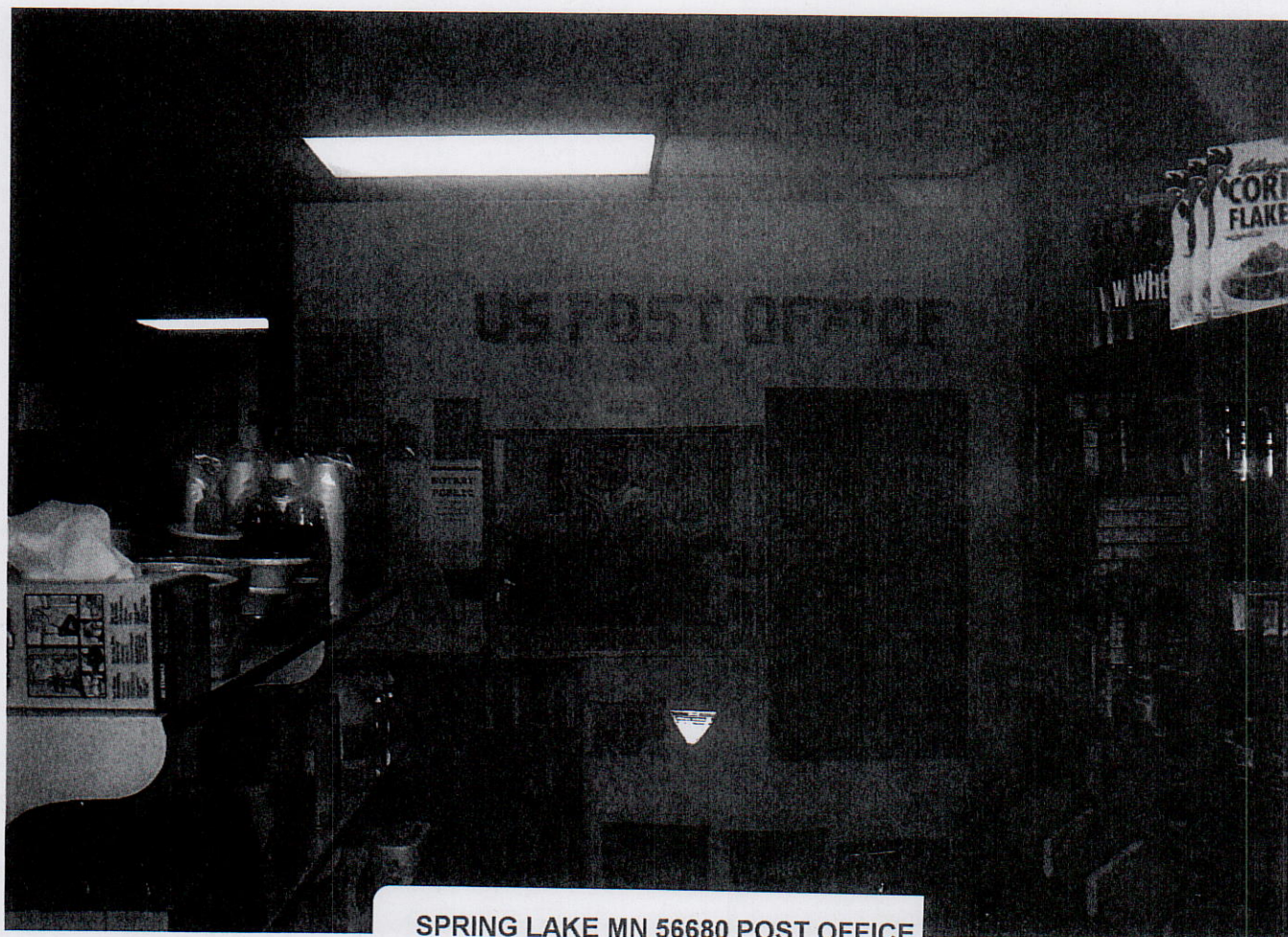
A. Office

Name: SPRING LAKE State: MN Zip Code: 56680
Area: WESTERN District: NORTHLAND PFC
Congressional District: MN 08 County: Itasca
EAS Grade: 55 Finance Number: 268850
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

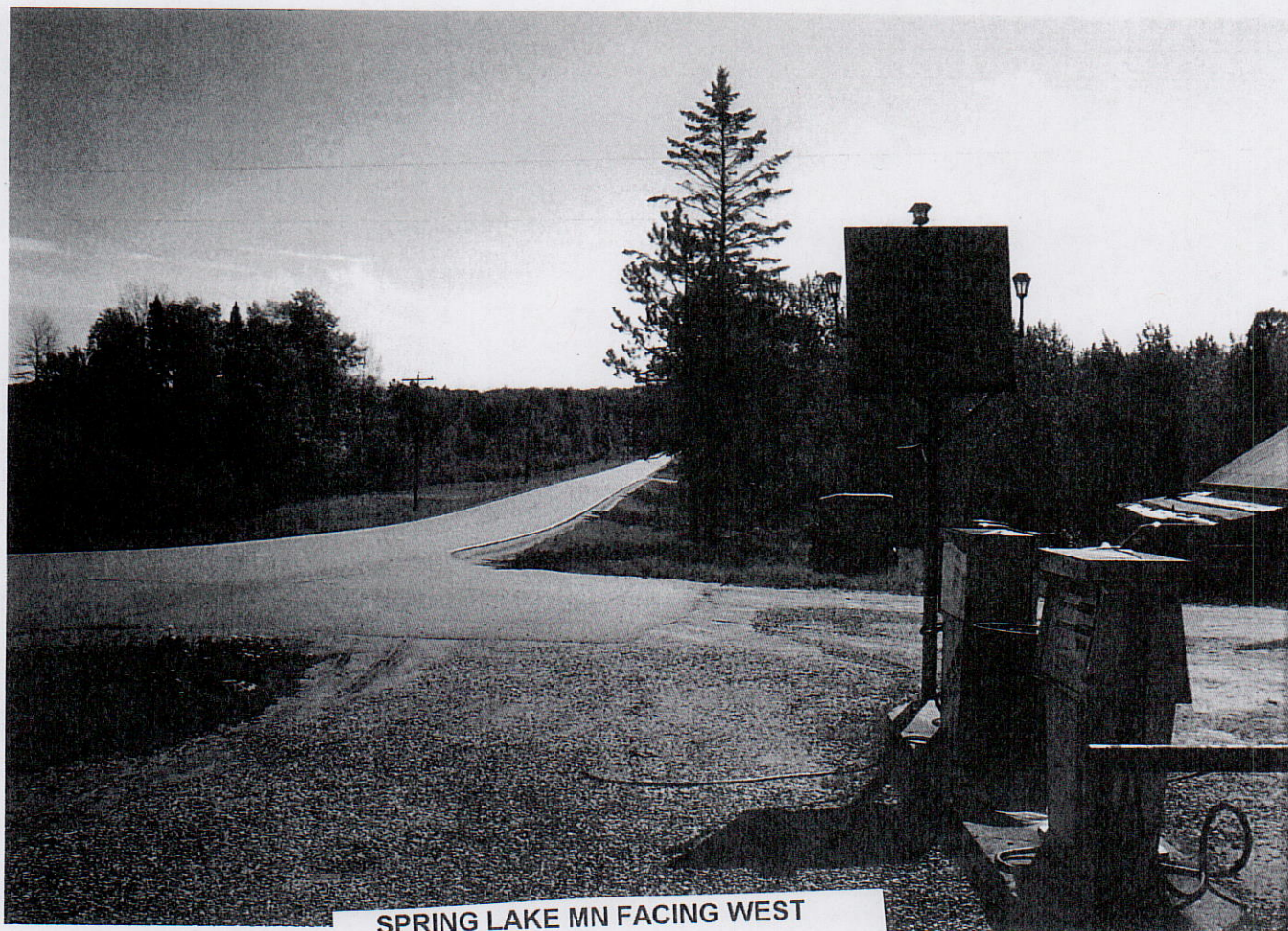
• There was no building inspection report nor photos for this office

Prepared by: Margaret Campbell
Title: NORTHLAND PFC Post Office Review Coordinator
Tele No: (612) 349-3568

Date: 06/13/2011
Fax No: (612) 349-0389



SPRING LAKE MN 56680 POST OFFICE



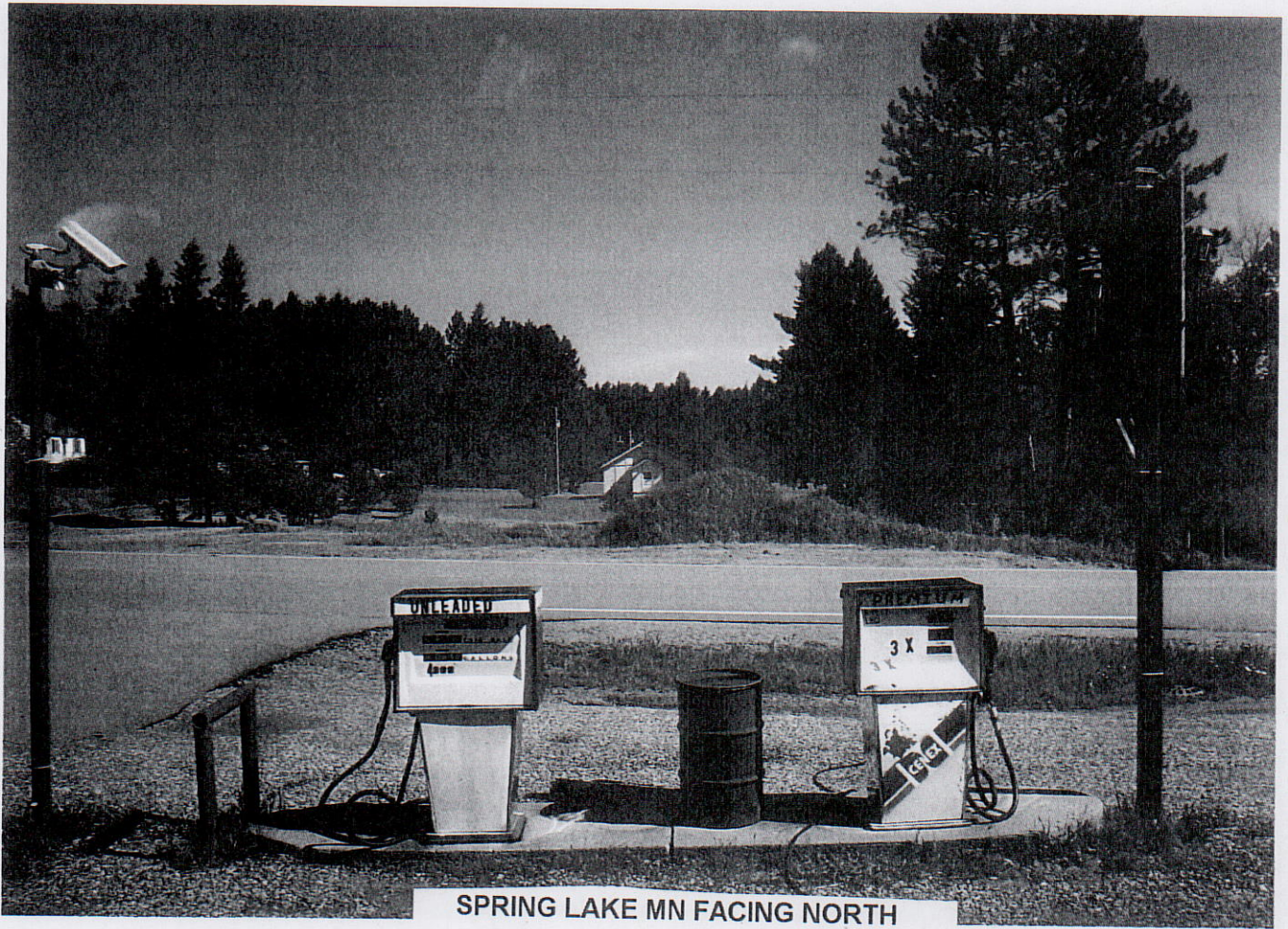
SPRING LAKE MN FACING WEST



SPRING LAKE MN FACING EAST



SPRING LAKE MN FACING SOUTH



SPRING LAKE MN FACING NORTH

PS Form 150, Postmaster Workload Information

Post Office, State & Zip Code SPRING LAKE, MN 56680		Postmaster's Signature	Date
District Office, State & Zip Code NORTHLAND PFC, MN 55401		District Manager's Signature Anthony Williams	Date 06/13/2011
(Check Box) <input checked="" type="checkbox"/> Vacancy <input type="checkbox"/> Management Review <input type="checkbox"/> RFR		See Instructions on Reverse	
1. Current Office Level			55
2. Finance Number	(1-6)		268850
3. General Delivery Families Served	(7-9)		0
4. Post Office Boxes/Call Boxes Rented	(10-15)		20
5. Possible City Deliveries	(16-20)		0
6. Administrative Rural Boxes Served	(21-25)		0
7. Intermediate Rural Boxes Served	(26-30)		0
8. Administrative Responsibility form Intermediate Rural Boxes for Other Offices	(31-35)		0
9. Administrative Highway Contract/Star Route Boxes Served	(36-39)		0
10. Intermediate Highway Contract/Star Route Boxes Served	(40-43)		0
11. Administrative Responsibility for Intermediate Highway Contract/Star Route Boxes for Other Offices	(44-47)		0
12. Number of Carrier Stations/Branches	(48-49)		0
13. Number of Finance Stations/Branches	(50-51)		0
14. Number of Contract Stations/Branches & Community Post Offices	(52-53)		0
15a. Does Office Experience A Seasonal Workload? (box one "Y" of yes, "N" for no) (If you answer "yes" of this question, complete 'Seasonal Workload' section on reverse.)	(54)		N
15b. Duration of Experience A Seasonal Workload? (minimum of 8 weeks)	(55-56)		0
16. Does Office Perform Outgoing Distribution for Other Offices?	(57)		N
17. Does Office Perform Incoming Distribution for Other Offices?	(58)		N
18. Does Office Perform Incoming Secondary Distribution for Other Offices?	(59)		N
19. Do You Separate All Incoming Letter Size Mail to City & Rural Carrier Routes for Your Own Office?	(60)		N
20. Do You Separate All Incoming Flat Size Mail to City & Rural Carrier Routes for Your Own Office?	(61)		N
21. Do You Have Responsibility for Vehicle Maintenance Facilities?	(62)		N
22. Does Your Office Have Administrative Responsibility for an Air Transfer Office?	(63)		N
23. Is Postmaster Lessor for Government Owned Building?	(64)		N
24. Does Office Have MPLSM/SPLSM?	(65)		N
25. Does Office Distribute Food Stamps?	(65)		N

PS Form 150, January 1983

PS Form 150, Postmaster Workload Information

	Normal	During Seasonal Period
General Delivery Families Served	0	0
Post Office Boxes/Call Boxes Rented	20	0
Possible City Deliveries	0	0
Administrative Rural Boxes Served	0	0
Intermediate Rural Boxes Served	0	0
Administrative Responsibility/Number Intermediate Rural Boxes	0	0
Administrative Highway Contract/Star Route Boxes Served	0	0
Intermediate Highway Contract/Star Route Boxes Served	0	0
Administrative Responsibility/Number Intermediate Highway Contract/Star Route Boxes	0	0

Instructions

- Enter current evaluated office level.
- Enter the 6 digit post office finance number.
- Enter number of general delivery families served.
- Enter total number of post office boxes and call boxes rented. Do not confuse with the total number available. This total should include boxes rented at classified stations/branches as well as the main office including GPO's.
- Enter total possible city deliveries. The total reported should equal the total possible deliveries shown on Form 1621, Carrier Route Report, for the previous accounting period.
- Enter the number of administrative boxes served. This is the number of rural route boxes served, within your ZIP Code ONLY by carriers administratively reporting to you. Do not include boxes on the routes which are in the ZIP Code of an intermediate office.
- Enter the number of intermediate rural boxes served. This is the number of rural boxes, within your ZIP Code, served by a carrier administratively reporting to another postmaster. For credit, the mail must be incoming to your office and separated to the routes within your ZIP Code by you or your employees prior to carrier sequencing.
- Enter the number of intermediate rural boxes for which you are administratively responsible. This is the number of boxes served by a carrier administratively responsible to you, but which are located in the ZIP Code for another office.
- Enter the number of administrative highway contract star route boxes served. This is the total number of star route boxes served within your ZIP Code ONLY by a contractor for whom you have administrative responsibility. Do not include boxes on the routes which are in the same ZIP Code of an intermediate office.
- Enter the number of intermediate highway contract star route boxes served. This is the total number of star route boxes served within your ZIP Code ONLY by a contractor who administratively reports to another Postmaster. For credit the mail must be incoming to your office and separated to the contract route by you or your employees.
- Enter the number of intermediate highway contract star route boxes for which you are administratively responsible. This is the number of boxes served by a contractor for whom you are administratively responsible and which are located in the ZIP Code of another office.
- Enter the number of classified stations and/or branches that have carrier delivery service.
- Enter the number of classified finance stations and/or branches (without carrier delivery service) staffed by postal employees.
- Enter the total number of contract stations, rural stations and community post offices.
 - A contract station is a detached finance unit manned by non-postal employees.
 - A rural station is a post office box delivery unit serviced by a rural carrier.
 - A community post office is a contract unit which provides service in a small community.
- To receive credit for a seasonal workload increase the items shown on the seasonal workload portion of the form must show a 25% increase and must last for a minimum of 8 weeks. The Christmas Season is not to be considered as a seasonal workload increase. Should your office have a seasonal workload increase you should enter the exact number of weeks the season lasts and complete the seasonal workload portion of the form in its entirety.

Questions 16 Thru 25 Should Be Answered Y (Yes) or N (No)

- Does office separate massed outgoing mail originating in other associate offices to three digit ZIP CODE designating offices and/or area distribution centers and demonstrate a culling, facing and cancelling operation?
- Does office separate massed three digit sorted incoming mail to a five digit sort for other associate offices?
- Does office separate incoming mail to carrier routes for other associate offices?
- Does office separate all incoming letter size mail to city, rural and/or star routes?
- Does office separate all incoming flats to city and/or rural carrier routes without assistance from an MPC?
- Do you have a vehicle maintenance facility under your jurisdiction?
- Do you have an air transfer office under your jurisdiction?
- Do you occupy a government-owned building and lease a portion of the building to someone else?
- Does your office operate a Multiple Position Letter Sorting Machine (MPLSM) or Single Position Letter Sorting Machine (SPLSM)?
- Does your office distribute food stamps?

Worksheet for calculating Workload Service Credit (WSC) for Post Offices

Worksheet for calculating Workload Service Credit (WSC) for Post Offices

Office Name: SPRING LAKE
 Office Zip+4: 56680 -2000 District: NORTHLAND PFC

Activity WSCs

General Delivery Families Served (Item 3, PS Form 150)	<u>0</u>	X 1.0	=	<u>0</u>
Post Office Boxes/Call Boxes Rented (Item 4, PS Form 150)	<u>20</u>	X 1.0	=	<u>20</u>
Possible City Deliveries (Item 5, PS Form 150)	<u>0</u>	X 1.33	=	<u>0</u>
Administrative Rural Boxes Served (Item 6, PS Form 150)	<u>0</u>	X 1.0	=	<u>0</u>
Intermediate Rural Boxes Served (Item 7, PS Form 150)	<u>0</u>	X 0.7	=	<u>0</u>
Administrative Responsibility for Intermediate Rural Boxes for Other Offices (Item 8, PS Form 150)	<u>0</u>	X 0.3	=	<u>0</u>
Administrative Highway Contract/Star Route Boxes Served (Item 9, PS Form 150)	<u>0</u>	X 1.0	=	<u>0</u>
Intermediate Highway Contract/Star Route Boxes Served (Item 10, PS Form 150)	<u>0</u>	X 0.7	=	<u>0</u>
Administrative Responsibility for Intermediate Highway Contract/Star Route Boxes for Other Offices (Item 11, PS Form 150)	<u>0</u>	X 0.3	=	<u>0</u>
Total Activity WSCs				<u>20</u>

Revenue WSCs

First	25 revenue units: 1.00	X <u>23</u> units	=	<u>23.00</u>
Next	275 revenue units: 0.50	X <u>0</u> units	=	<u>0.00</u>
Next	700 revenue units: 0.25	X <u>0</u> units	=	<u>0.00</u>
Next	5000 revenue units: 0.10	X <u>0</u> units	=	<u>0.00</u>
	Balance of revenue units: 0.01	X <u>0</u> units	=	<u>0.00</u>
Total revenue WSCs:				<u>23.00</u>

Activity WSCs 20 + Revenue WSCs = 23.00 Base WSCs 43.00 = EAS Grade A

Previous evaluation: EAS grade 55

Effective date of change in service hours: _____ (if appropriate)
 (when a vacancy exists, hours must reflect the appropriate EAS grade)

Worksheet completed by:

MARGARET CAMPBELL

MARGARET.A.LAUER@USPS.GOV

Printed Name

Signature

NORTHLAND PFC District Review Coordinator

06/13/2011

Title

Date



05/02/2011

OIC/POSTMASTER

SUBJECT: SPRING LAKE Post Office

As you are aware, the Postal Service is evaluating a possible change in how postal services are provided to SPRING LAKE customers.

Please conduct the following surveys: Window Transaction Survey, Survey of Incoming Mail, and Survey of Dispatched Mail at the SPRING LAKE Post Office for a 2-week period. The surveys should begin 05/07/2011 and end on 05/20/2011. Please complete the enclosed forms as accurately as possible.

All forms should be completed by 05/21/2011. The completed forms may become part of an official and public record.

Thank you for your assistance. If you have any questions, please contact MARGARET CAMPBELL, Post Office Review Coordinator, at (612) 349-3568.

MARGARET CAMPBELL

Post Office Review Coordinator

cc: Official Record

Links: Window Transaction Survey - http://hqcsopps/po_dis/win/in_survey.cfm?fin=1382542

Survey of Incoming Mail - http://hqcsopps/po_dis/invol/in_survey.cfm?fin=1382542

Survey of Dispatched Mail - http://hqcsopps/po_dis/outvol/in_survey.cfm?fin=1382542

Window Transaction Survey

Window Transaction Survey									
PO Name: <u>SPRING LAKE</u>		ZIP+4: <u>56680 - 2000</u>		Completed By: <u>MARGARET CAMPBELL</u>					
Survey Period: <u>05/07/2011</u>		through <u>05/20/2011</u>							
<p>Record the number of retail window transactions in the appropriate columns for each day. Consider a sale of stamps as one transaction. A sale of stamps and a money order is two transactions. Do not record the handing out over the counter of box mail, general delivery mail, or carrier mail. Instead of this worksheet, you may use PS Form 2007-A, Window Transaction Record; PS Form 2007-B, Window Transaction Conversion; and PS Form 2007-C, Window Transaction Survey. To obtain the average daily number of transactions, divide the total number of transactions during the survey period by the number of days in the survey. The allowable time per transaction is shown in each column in minutes. To determine the average daily workload in minutes, multiply the number of transactions in each column by the time conversion for that column, total the time conversions for all columns, and divide the total number of minutes by the number of days in the survey period.</p>									
Day/Date	Postage Sales (.777)	Priority Money Orders (1.083)	Express Registered C.O.D. (1.969)	Passports Meter Settings (5.06)	Box Rent (2.875)	Certified Insured Special Service (1.792)	Misc. Services (1.787)	Nonrevenue Services (1.188)	
Sat - 05/07	4	1	0	0	0	1	0	1	
Sun - 05/08	0	0	0	0	0	0	0	0	
Mon - 05/09	2	5	0	0	0	1	0	0	
Tue - 05/10	4	2	1	0	0	0	0	0	
Wed - 05/11	1	0	0	0	0	0	0	0	
Thu - 05/12	1	0	0	0	0	0	0	0	
Fri - 05/13	2	1	0	0	0	0	0	2	
Sat - 05/14	3	0	0	0	0	1	0	1	
Sun - 05/15	0	0	0	0	0	0	0	0	
Mon - 05/16	3	3	0	0	0	1	0	0	
Tue - 05/17	2	0	0	0	0	0	0	0	
Wed - 05/18	3	0	1	0	0	0	0	0	
Thu - 05/19	5	1	0	0	0	0	0	0	
Fri - 05/20	2	1	0	0	0	1	0	1	
TOTALS	32	14	2	0	0	5	0	5	
Time Factor	X .777	X 1.083	X 1.969	X 5.06	X 2.875	X 1.792	X 1.787	X 1.188	
Daily Average	2.1	1.3	0.3	0.0	0.0	0.7	0.0	0.5	
Average Number Daily Transactions:		4.8		Average Daily Retail Workload in Minutes:		4.9			

Survey of Incoming Mail

Survey of Incoming Mail
(Record in Pieces)

Post Office Name and Zip+4

SPRING LAKE 56680 - 2000

Dates Recorded

05/07/2011 through 05/20/2011

Date	Letters		Flats		Parcels		Other	
	First Class	Standard	First Class	Standard	Priority	Standard		
Sat - 05/07	37	29	4	4	0	1	0	0
Sun - 05/08	0	0	0	0	0	0	0	0
Mon - 05/09	21	10	1	24	1	1	0	0
Tue - 05/10	9	19	0	27	0	1	0	0
Wed - 05/11	19	14	1	10	0	0	0	0
Thu - 05/12	20	14	0	9	0	1	0	0
Fri - 05/13	22	5	1	21	1	3	0	0
Sat - 05/14	18	13	3	9	1	1	0	0
Sun - 05/15	0	0	0	0	0	0	0	0
Mon - 05/16	16	6	4	10	1	1	0	0
Tue - 05/17	17	10	2	34	0	1	0	0
Wed - 05/18	12	11	0	2	0	1	0	0
Thu - 05/19	15	5	2	10	0	2	0	0
Fri - 05/20	17	9	0	8	0	1	0	0
TOTALS	223	145	18	168	4	14	0	0
Daily Average	18.6	12.1	1.5	14.0	0.3	1.2	0.0	0.0

Signature of Person Making Count:

MARGARET CAMPBELL

Printed Name:

MARGARET CAMPBELL

Date:

06/13/11

Conversion Rate

Letter Type	Total Pieces Per Foot	Flat Type	Total Pieces Per Foot
Manual Letters	227	Manual Flats	115
Automated Letters	215	Automated Flats	115
Sequenced Letters	227	Sequenced Flats	115

Conversion rates are subject to periodic updates which will be published and disseminated when applicable.

Survey of Dispatched Mail

Survey of Dispatched Mail
(Record in Pieces)

Post Office Name and Zip+4

SPRING LAKE 56680 - 2000

Dates Recorded

05/07/2011 through 05/20/2011

Date	Letters		Flats		Parcels		Other	
	First Class	Standard	First Class	Standard	Priority	Standard		
Sat - 05/07	4	0	0	0	0	1	0	0
Sun - 05/08	0	0	0	0	0	0	0	0
Mon - 05/09	13	1	0	0	0	2	0	0
Tue - 05/10	17	2	0	0	1	4	0	0
Wed - 05/11	12	5	0	0	0	0	0	0
Thu - 05/12	18	6	0	0	0	0	0	0
Fri - 05/13	17	2	0	0	0	1	0	0
Sat - 05/14	6	0	0	0	0	1	0	0
Sun - 05/15	0	0	0	0	0	0	0	0
Mon - 05/16	28	1	1	0	2	0	0	0
Tue - 05/17	21	1	1	0	0	0	0	0
Wed - 05/18	14	0	0	0	0	0	0	0
Thu - 05/19	24	1	0	0	0	0	0	0
Fri - 05/20	15	0	0	0	1	3	0	0
TOTALS	189	19	2	0	4	12	0	0
Daily Average	15.8	1.6	0.2	0.0	0.3	1.0	0.0	0.0

Signature of Person Making Count:

MARGARET CAMPBELL

Printed Name:

MARGARET CAMPBELL

Date:

06/13/11



06/03/2011

OIC/POSTMASTER

SUBJECT: SPRING LAKE Post Office

Please provide the names and addresses of businesses, religious institutions, civic organizations, and local government offices, and schools that are served by the SPRING LAKE Post Office. The list of businesses should include small, part-time and in-home businesses, as well as public institutions, such as schools, police departments, etc; religious institutions and businesses physically located outside the community that use retail services on a routine basis at the SPRING LAKE Post Office. Also, please provide the total number of permit mailers and postage meter customers. Indicate in the space below the total number of Post Office box, general, and street delivery customers served by the office. Return all documents to MARGARET CAMPBELL by 06/17/2011. This information will be entered into the official record for public viewing.

Post Office Box	<u>20</u>
General Delivery	<u>0</u>
Rural Route (RR)	<u>0</u>
Highway Contract Route (HCR)	<u>0</u>
Intermediate RR	<u>0</u>
Intermediate HCR	<u>0</u>
City Delivery	<u>0</u>
Total Customers	<u>20</u>

If you have any comments on alternate means of providing services to the SPRING LAKE customers, please provide them below:

MARGARET CAMPBELL
Post Office Review Coordinator

Comments:

Businesses: Spring Lake Store, Watts News, and Itasca Power.

cc: Official Record



06/03/2011

SUBJECT: Possible Discontinuance of Post Office

The Postal Service is currently conducting an investigation concerning the possible discontinuance of the SPRING LAKE Post Office, 56680 - 2000, located in Itasca County. Please search your records for any recent reports of mail theft or vandalism in the area.

Please enter your findings in the yellow blocks below. Once complete please click submit. You can print from above. Signatures are captured electronically.

Thank you for your assistance in this matter

MARGARET CAMPBELL
Post Office Review Coordinator
NORTHLAND PFC

NBR records of mail theft or vandalism: 0

Comments/Findings:

cc: Official Record



06/03/2011

Itasca County Sheriff's Department

440 1st. Ave. NE

Grand Rapids MN 55744

SUBJECT: Possible Discontinuance of Post Office

The Postal Service is currently conducting an investigation concerning the possible discontinuance of the SPRING LAKE Post Office, 56680 - 2000, located in Itasca County. Please search your records for any recent reports of mail theft or vandalism in the area.

Please return your findings in the enclosed envelope. You may use the bottom of this form to report your findings, accompanied by your signature, title, and date.

Thank you for your assistance in this matter


MARGARET CAMPBELL
Post Office Review Coordinator
NORTHLAND PFC

Enclosure: Return Envelope

Nbr records of mail theft or vandalism: 0

Comments/Findings:

We only have property checks that were cleared /
no activity.
Records Deputy Marcie - 218-327 7478

cc: Official Record

Post Office Survey Sheet

Post Office Name	<u>SPRING LAKE</u>	ZIP+4	<u>56680-2000</u>
Congressional District	<u>MN 08</u>	Date	<u>06/14/2011</u>

1. List specific information about the facility, such as structural defects, safety hazards, lack of running water or restrooms (if so, where restrooms are available), security, and other deficiencies or factors to consider.

No deficiencies in the building. The post office occupies only one room in the building.

2. Is the facility accessible to persons with disabilities? ☒ Yes ☐ No

3. Lease terms? 30-day cancellation clause? \$720/year through 7/31/2011 with 30 day termination clause

4. Are suitable alternate quarters available for an independent Post Office? If so, where?

No

5. List potential CPO sites.

Spring Lake Store, which is where the current post office is located.

6. Are there any postage meter customers or permit mailers? ☐ Yes ☒ No

If yes, please identify them by name and address.

7. Which career and noncareer employees will be affected and what accommodations will be made for them?

OIC is a noncareer employee who will be used in other area offices as needed.

8. How is mail received and dispatched at the office and at what times? How will this be affected by discontinuance? Will a collection box be retained? Will a locked pouch be utilized?

Mail is dropped off and picked up by an HCR driver. No locked pouch would be needed. Unknown about collection box at this time.

How many Post Office boxes are installed? 39

How many Post Office boxes are used? 20

What are the window service hours? 09:30 am - 13:30 pm M-F

09:30 am - 13:30 pm S

What are the lobby hours? 8:00 am - 18:00 pm M-F

8:00 am - 18:00 pm S

9. Have there been recent cases of mail theft or vandalism reported to the postmaster/OIC? Explain.

No

Post Office Survey Sheet(continued)

Docket: 1382542 - 56680

Page Nbr: 15

Page Nbr: 2

10.	What equipment in the Post Office is not owned by the Postal Service (e.g., Post Office Boxes, furniture, safe)? Post office boxes, table, chair and book case.	
11.	List potential CBU/parcel lockers sites and distances from present Post Office site. None	
12.	Are there any special customer needs? (People who cannot read or write, who cannot drive, who have infirmities or physical handicaps, etc.) How can these people be accommodated? No special customer needs.	
13.	<div style="display: flex; justify-content: space-between;"> <div style="width: 70%;"> <p>Rural delivery/HCR delivery.</p> <p>a. What is current evaluation?</p> <p>b. Will this change result in the route being overburdened?</p> <p style="margin-left: 20px;">If so, what accommodations will be made to adjust the route?</p> <p>c. How many boxes and miles will be added to the route?</p> <p>d. What would be the additional annual expense if the route is increased?</p> <p>e. What is the one-time cost of CBU/parcel locker installation (id appropriate)?</p> <p>f. At what time of the day does the carrier begin delivery to the community?</p> <p style="margin-left: 20px;">Will this delivery time be affected if the office is discontinued? (Y or N)</p> <p style="margin-left: 20px;">If so, how?</p> </div> <div style="width: 25%; border-left: 1px solid black; padding-left: 10px;"> <p>HCR Route</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p>20, box 0.00 Miles</p> <p>2401</p> <p>0</p> <p>10:00 am</p> <p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>By about 10 minutes</p> </div> </div>	
14.	<p>Are the Post Office box fees at the facility that will provide alternative service different from those at the office to be discontinued? If so, how (Cost)? <input type="checkbox"/> More <input checked="" type="checkbox"/> Same <input type="checkbox"/> Less</p>	

Community Survey Sheet

Community Survey Sheet

Post Office Name	<u>SPRING LAKE</u>	ZIP+4	<u>56680-2000</u>
Congressional District	<u>MN 08</u>	Date	<u>06/14/2011</u>

1. Incorporated?

☐ Yes ☒ No

Local government provided by:

Lake Jessi Township

Police protection provided by:

Itasca County Sheriff

Fire protection provided by:

Bigfork Volunteer Fire Department

School location:

Deer River and Bigfork

2. What population growth is expected? (Please document your source)

.22% projected annual household growth rate. The source of the projection was the zip code demographic report.

3. What residential, commercial, or business growth is expected? (Please document your source)

Not aware of any.

History. (Are there any special historical events related to the community?)

Are there any special community events to consider?

4. Is the Post Office facility a state or national historic landmark (see ASM 515.23)?
Check with the field real estate office when verification is needed.)

No

5. What is the geographic/economic make-up of the community (e.g., retirees, commuters, self-employed, farmers)?

The community is made up of retirees, those who commute to nearby towns and self-employed.

Which nonpostal services are provided by the Post Office (e.g., public bulletin board, school bus stop, community meeting location, voting place, government form distribution center.

6. Do employees of the office offer assistance to senior citizens and handicapped?
What provisions can be made for these services if the Post Office is discontinued?

None.

Highway Contract Route Cost Analysis Form

Highway Contract Route Estimated Cost for Alternative Service

Office Name: SPRING LAKE

Office Zip+4: 56680 -2000

District: NORTHLAND PFC

1. Enter the number of additional boxes to be added to the route 0 x 3.64 hours per year 0.00

2. Enter the number of additional miles to be added to the route 0.00 x 10.40 hours per year 0.00

Total time added to the route 0.00

3. Enter the HCR hourly rate (Contact Area Manager, Purchasing/Contracting Officer) 0.00

Total additional compensation (HCR hourly rate x total time added to the route) 0.00

Rural Route Cost Analysis Form

Docket: 1382542 - 56680

Item Nbr: 17

Page Nbr: 2

Rural Route Carrier Estimated Cost for Alternative Replacement Service

Office Name: SPRING LAKE

Office Zip+4: 56680 -2000

District: NORTHLAND PFC

1. Enter the number of additional boxes to be added to the rural route 19

2. Enter the number of additional miles to be added to the route 0.00
 Enter the volume factor 2.82

Total (additional boxes x volume factor) 53.58

3. Enter the number of additional boxes to be added to the rural route 19
 Centralized boxes 0.00 x 1.00 Min 0.00
 Regular L route boxes 0.00 x 1.82 Min 0.00
 Regular Non-L route boxes 20.00 x 2.00 Min 40.00

Total additional box allowance 40.00

4. Enter the number of additional daily miles to be added to the rural route 0.00 x 12 Mileage Standard 0.00

Total additional minutes per week (miles carried to two decimal places) 93.58

5. Total additional annual minutes (additional minutes per week year) 93.58 x 52 Weeks 4,866.16

6. Total additional annual hours (additional annual minutes/ 60 minutes per hour) 4,866.16 / 60 Minutes 81.10

7. Enter the rural cost per hour (see national payroll summary report – rural carrier, consolidated) 29.61

Total Annual Cost (additional annual hours x rural cost per hour) 2,401.45

8. Enter lock pouch allowance (if applicable) 0.00

Total annual cost for alternate service (annual cost minus lock pouch allowance) 2,401.45

U.S. Postal Service POST OFFICE CLOSING OR CONSOLIDATION PROPOSAL Fact Sheet				1. Date Prepared 06/13/2011
2. Post Office Name SPRING LAKE		3. State and ZIP + 4 Code MN, 55680-2000		
4. District, Customer Service NORTHLAND PFC	5. Area, Customer Service WESTERN	6. County Itasca	7. Congressional District MN 08	
8. Reason for Proposal to Discontinue A review of the Spring Lake Post Office has shown that the workload has steadily decreased. Current workload is 1.3 hours per day. Revenue has dropped 15.9% in the past 2 years. The office is open 4 hours daily. This reduced workload suggests that the maintenance of an independent office at Spring Lake may not be warranted. The community could receive regular and effective service through rural route delivery.		9. PO Emergency Suspend (Reason and Date) No Suspension		10. Proposed Permanent Alternate Service
11. Staffing		12. Hours of Service		
a. <input type="checkbox"/> PM <input checked="" type="checkbox"/> PM Vacancy Reason & Date: retired Occupied 08/31/1995		a. Time M-F 09:30 am - 13:30 pm Sat 09:30 am - 13:30 pm Total Window Hours Per Week		
b. <input checked="" type="checkbox"/> OIC <input type="checkbox"/> Career <input type="checkbox"/> Non-Career		a. Lobby Time M-F 8:00 am - 18:00 pm Sat 8:00 am - 18:00 pm 24.00		
c. Current PM POSITION Level (150) Downgraded from EAS-55 EAS-51				
d. No of Clerks- 0 No of Career- 0 No of Non-Career- 0				
e. No of Others- 1 No of Career- 0 No of Non-Career- 1				
13. Number of Customers Served		14. Daily Volume (Pieces)		
a. General Delivery 0		Types of Mail Received Dispatched		
b. P.O. Box 20		a. First-Class 31 17		
c. City Delivery 0		b. Newspaper 16 0		
d. Rural Delivery 0		c. Parcel 2 1		
e. Highway Contract Route Box 0		d. Other 0 0		
f. Total 20		e. Total 48 19		
g. No. Receiving Duplicate Service 0		f. No. of Postage Meters 0		
h. Average No. Daily Transactions 4.80		g. No. of Permits 0		
Finances a. FY		Receipts		
2008		\$ 10,664		
2009		\$ 9,817		
2010		\$ 8,956		
		b. EAS Step 1 PM Basic Salary (no Cola) \$ 14726		
		c. PM Fringe Benefits (33.6% of b.) \$4,933		
15a. Quarters				
<input type="checkbox"/> Postal Owned <input checked="" type="checkbox"/> Leased (if Leased, Expiration Date) 07/31/2011 Annual Lease \$ 720				
30-day cancellation clause? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Evicted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No (if Yes, must vacate by)				
Located in: <input checked="" type="checkbox"/> Business <input type="checkbox"/> Home <input type="checkbox"/> Other Suitable alternate quarters available? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No				
15b. Explain:				
17. Schools, Churches and Organization in Service Area: No: 1 Sand Lake Alliance Church		19. Administrative/Emanating Office (Proposed): Name MARCELL EAS Level 13 Miles Away 10.0 7:30 - 12:00 & 13:00 Window Service Hours: M-F- 16:00 SAT 8:00 - 9:30 Lobby Hours: M-F 24 hours SAT 24 hours PO Boxes Available: 72		
18. Businesses in Service Area: No: 15 Spring Lake Store, Watts News, Itasca Power, ATI, Boggs Trucking & Busing, MacRostie Leathers, Tam O'Shanter Resort, Island View Resort, Ghost Bay Resort, Edgewater Resort, Chapel Hill Resort, Barney's Resort & Campground, Anchor Inn Resort, J Boyer/Arbitrator/Ombudsman and Boyer Tree & Limb Service		20. Nearest Post Office (if different from above): Name MARCELL EAS Level 13 Miles Away 10.0 7:30 - 12:00 & 13:00 Window Service Hours: M-F- 16:00 SAT 8:00 - 9:30 Lobby Hours: M-F 24 hours SAT 24 hours PO Boxes Available: 72		
21. Prepared by				
Printed Name and Title JOANNE CRAPISI		Signature JOANNE CRAPISI Telephone No. AC () (612) 349-3568		
PO Discontinuance Coordinator Name MARGARET CAMPBELL		Location MINNEAPOLIS, MN		



A. Office

Name: SPRING LAKE State: MN Zip Code: 56680
Area: WESTERN District: NORTHLAND PFC
Congressional District: MN 08 County: Itasca
EAS Grade: 55 Finance Number: 268850
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

This form is a place holder for number 19. And the verification of new service type is complete.

Prepared by: Margaret Campbell
Title: NORTHLAND PFC Post Office Review Coordinator
Tele No: (612) 349-3568

Date: 06/30/2011
Fax No: (612) 349-0389



06/27/11
10

OIC/POSTMASTER

SUBJECT: SPRING LAKE Post Office

Enclosed are questionnaires addressed to customers of the SPRING LAKE Post Office. I have also enclosed additional copies of the questionnaires for any retail or other customer who wishes to complete one. Please furnish these questionnaires to retail customers upon request. All completed forms should be forwarded to my office by 06/29/2011 for further review.

A handwritten signature in black ink that reads "Margaret Campbell". The signature is fluid and cursive.

Margaret Campbell
Post Office Review Coordinator
Enclosures



06/15/2011

POSTAL CUSTOMER
SPRING LAKE POST OFFICE
SPRING LAKE, MN 56680

Dear Postal Service Customer:

As the Postal Service manager responsible for all Post Offices in your area, I would like your opinion concerning a possible change in the way your postal service is provided. The recommended change is tentative and will not lead to a formal proposal unless we conclude that it will provide a maximum degree of regular and effective service.

The Postmaster at the Spring Lake Post Office retired on 08/31/1995. The Office is being studied for possible closing or consolidation for the following reasons: A review of the Spring Lake Post Office has shown that the workload has steadily decreased. Current workload is 1.3 hours per day. Revenue has dropped 15.9% in the past 2 years. The office is open 4 hours daily. This reduced workload suggests that the maintenance of an independent office at Spring Lake may not be warranted. The community could receive regular and effective service through rural route delivery.

Briefly, we would like to provide pickup and delivery of your mail, as well as the sale of stamps and all other customary postal services, by rural route service emanating from the Marcell Post Office.

We estimate that carrier service would cost the Postal Service substantially less than maintaining the Post Office in your community and still provide regular and effective service. Enclosed is information about some of the services available from the carrier. Retail services are also available at the Marcell Post Office, located 10.0 miles away. Hours of service at this office are 7:30 - 12:00 & 13:00 - 16:00, Monday through Friday, and 8:00 - 9:30 on Saturday. Post Office box service is available at this location at the same fees.

I invite you to think about a possible change to rural route service. Please return the enclosed questionnaire by 06/29/2011 using the pre-addressed envelope provided or at the community meeting. Please be aware that, if we formalize a proposal, your questionnaire will become part of an official record and will be available for public viewing.

You may, of course, want to discuss this form of service with us before drawing any conclusions. Postal representatives will be at the Spring Lake Community Center, Highway 4 on Wednesday, June 29, 2011 from 6:30 PM to 8:30 PM to answer questions and provide information about our service. You may wish to discuss and submit your questionnaire at that time.

If you have any questions, you may call Margaret Campbell at (612) 349-3568.

Thank you for your assistance.

Sincerely,

A handwritten signature in black ink that reads "Mark Thimm".

MARK THIMM
Manager, Post Office Operations
100 South First St. Room 409
Minneapolis, MN, 55401-9990

Enclosures:

Questionnaire and return envelope Summary of Post Office Change Regulations,
Carrier delivery information CBU information sheet (when appropriate)



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the SPRING LAKE Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☐ NO
- b. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☐ NO
- b. Using for school bus stop ☐ YES ☐ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☐ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☐ NO

- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☐ NO

If yes, please explain:



- If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive
3. Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service will compare to your current service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☐ Shopping

☐ Personal needs

☐ Banking

☐ Employment

☐ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Mailing Address

Name:

Address:

Telephone:

Date:

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



POST OFFICE ON WHEELS SERVICES AVAILABLE FROM RURAL AND HIGHWAY CONTRACT ROUTE CARRIERS

You can eliminate almost all trips to the Post Office, because doing business with the Postal Service is as close as your mailbox. The carrier can provide virtually all postal services to you, and most transactions do not require meeting the carrier at the mailbox. Some of the most frequently used services are:

MAILING PACKAGES

Carriers will accept packages at the mailbox without a customer being present, provided the postage is fully prepaid, and the customer is known to reside or conduct business at that collection point. The package **MUST** have a matching return address that is the same as the collection point. If postage has not been applied, estimate the amount of postage needed and leave the money in the mailbox. If insurance is desired, the value of the contents must be specified. The carrier will take the package to the Post Office, and it will be weighed to determine the appropriate rate. The package will be mailed that same day. The carrier will leave the customer's change and insurance receipt, if appropriate, in the mailbox on the next delivery day.

PURCHASING STAMPS BY MAIL

The Stamps by Mail program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, *Stamp Purchase Order (Rural)*, available from the Post Office or the carrier. Commemorative stamps and stamp-collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the United States Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the Post Office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as Certified, Registered, Express Mail, Delivery Confirmation, Signature Confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

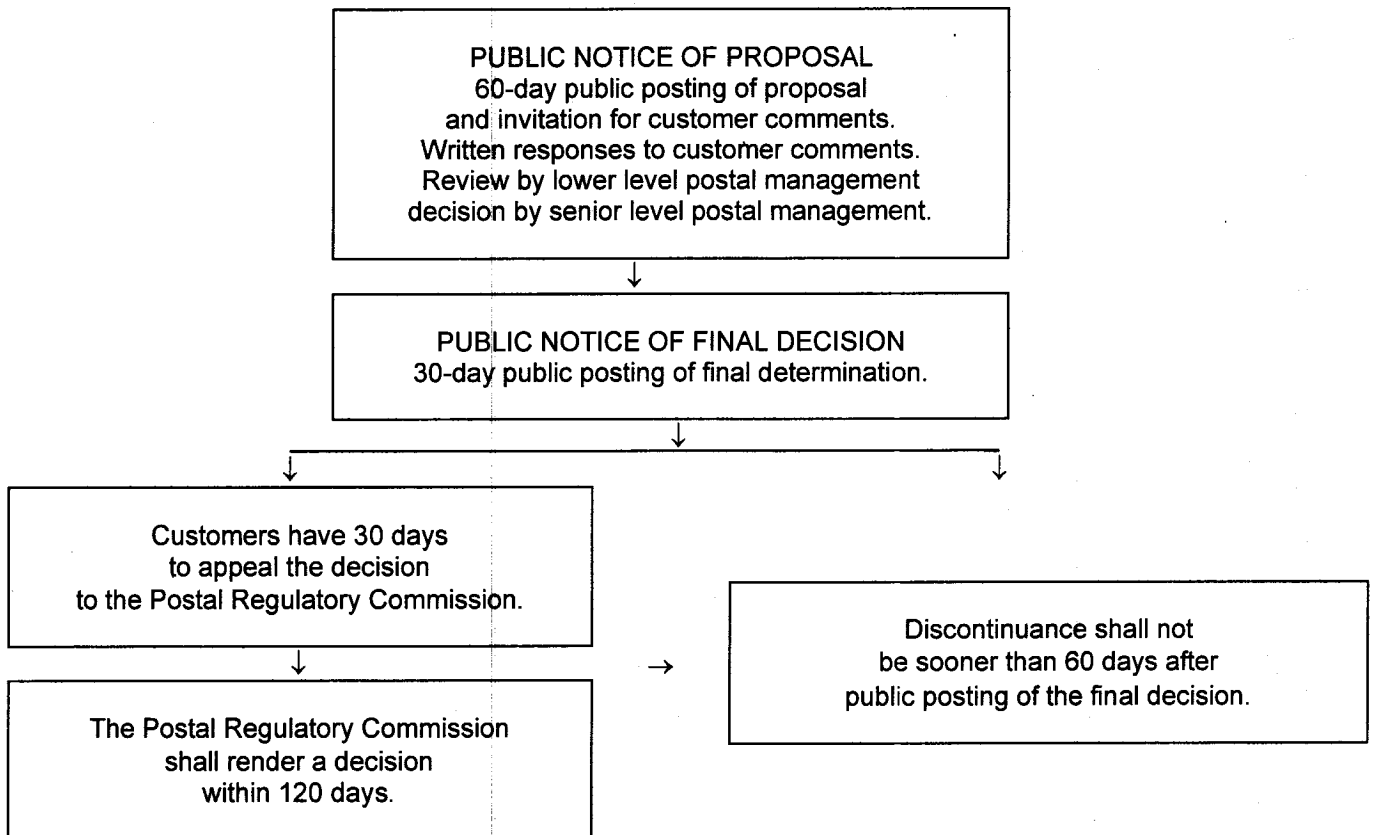
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the Post Office during their absence. Upon return, the customer asks the Post Office to resume delivery.

SUMMARY OF POST OFFICE CHANGE REGULATIONS

Certain regulations based on federal law apply when postal managers propose to replace a Post Office with an alternate form of postal service. These regulations are designed to ensure that the reasons for proposing such changes in postal service are fully disclosed at a stage when customers can make helpful contributions toward a final decision. The full text of the statutory provisions appears in Title 39, *United States Code*, Section 404(b), while the implementing regulations appear in Title 39, *Code of Federal Regulations*, Part 241.3.

According to implementing regulations, an initial investigation and any subsequent formal proposal to discontinue a Post Office originate with postal field managers responsible for Post Offices in that area. The proposal must explain the services recommended as substitutes and the rationale that supports this recommendation. The written proposal is prominently posted for 60 days at affected Post Offices, along with an "Invitation for Comments," which formally invites customer comments. At the end of the 60-day comment period, additional review is made at lower and upper levels of postal management.

When a final decision is made at Postal Headquarters in Washington, DC, that decision is posted in affected Post Offices for 30 days, during which customers may appeal the decision to the Postal Regulatory Commission in Washington, DC. The Postal Regulatory Commission has 120 days to consider and decide an appeal. Even without an appeal, no Post Office may be closed sooner than 60 days after the public posting of the final decision.





06/21/2011

CATHERINE ONDRACEL

54754 CO RD 4
SPRING LAKE, MN 56680

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Spring Lake Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Spring Lake Post Office should be pursued, a formal proposal will be posted in the Marcell Post Office and Spring Lake Post Office at a later date. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely,

A handwritten signature in black ink, appearing to read "Mark Thimm".

MARK THIMM
Manager, Post Office Operations
100 South First St. Room 409
Minneapolis, MN, 55401-9990



3. If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How will the proposed service compare to current service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Grand Rapids and Bigfork
☒ Personal needs Grand Rapids
☒ Banking Deer River
☐ Employment Retired
☐ Social needs Grand Rapids, Deer River, Bigfork etc.

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Mailing Address

Name: Catherine Ondracek

Address: 524754 Co. Rd. 4 Spring Lake, MN. 56680

Telephone: 218, 659-2773

Date: June 16, 2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the SPRING LAKE Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO

- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

Marcell Post Office



06/21/2011

PEGGY BOGGS

48791 CO RD 4
SPRING LAKE, MN 56680

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Spring Lake Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Spring Lake Post Office should be pursued, a formal proposal will be posted in the Marcell Post Office and Spring Lake Post Office at a later date. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely,

A handwritten signature in black ink that reads "Mark Thimm".

MARK THIMM
Manager, Post Office Operations
100 South First St. Room 409
Minneapolis, MN, 55401-9990



3. If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How will the proposed service compare to current service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping DEMDISI
☒ Personal needs BLACKDUCK - ONLY WHEN NEED FEED
☐ Banking
☒ Employment DEER RIVER - SEPT TO JUNE - SCHOOL BUS DRIVER
☐ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Mailing Address

Name: PEGGY DODDS

Address: 48791 COUNTY RD 4 SPRING LAKE

Telephone: 218-832-3028

Date: 6/16/2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the SPRING LAKE Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never	YEARLY
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
d. Pick up Post Office box mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☒ YES ☐ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☐ NO

If yes, please explain:

NOT SURE - DOES TALMOON + BOWSTRING STILL HAVE P.O.



06/21/2011

ERICK & VI CARLSON
55154 CO RD 4
SPRING LAKE, MN 56680

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Spring Lake Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Spring Lake Post Office should be pursued, a formal proposal will be posted in the Marcell Post Office and Spring Lake Post Office at a later date. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely,

A handwritten signature in black ink that reads "Mark Thimm".

MARK THIMM
Manager, Post Office Operations
100 South First St. Room 409
Minneapolis, MN, 55401-9990



3. If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How will the proposed service compare to current service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☒ Personal needs

☒ Banking

☐ Employment

☒ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Mailing Address

Name:

Erica L. Carson

Address:

55154 Co Rd 4, Spring Lake, MI 49688

Telephone:

659 2710

Date:

6/15/2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the SPRING LAKE Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:



06/21/2011

SAM & WENDY MUTEAN

52466 SO CENTER RD
SPRING LAKE, MN 56680

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Spring Lake Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Spring Lake Post Office should be pursued, a formal proposal will be posted in the Marcell Post Office and Spring Lake Post Office at a later date. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely,

A handwritten signature in black ink that reads "Mark Thimm".

MARK THIMM
Manager, Post Office Operations
100 South First St. Room 409
Minneapolis, MN, 55401-9990



UNITED STATES
POSTAL SERVICE

3. If you receive current

delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive box service or general delivery service, complete this section. How will the proposed service compare to

Better ☐ Just as Good ☐ No Opinion ☐ Worse

If you explain:

4. For service

the following do you leave your community? (Check all that apply.) Where do you go to obtain these

☒

mailing

Square Lake

☒

special needs

Deer River

☒

mailing

Grand Rapids

☒

payment

Benidj

☒

special needs

5. Do you

use local businesses in the community?

☒

Yes ☐ No

If you

could continue to use them if the Post Office is discontinued?

☒

Yes ☐ No

Mailing /

Name:

Sam + Wendy Muntean

Address:

52405 So Center Rd

Telephone:

Spring Lake MN 56680

Date:

218-659-2794

6/15/2001

Please add or complete this

Additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the SPRING LAKE Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

personal travel to Squaw Lake, Deer River, Grand Rapids



06/21/2011

TERRY & MARGARET MATTESON

53449 N. CENTER RD
SPRING LAKE, MN 56680

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Spring Lake Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Spring Lake Post Office should be pursued, a formal proposal will be posted in the Marcell Post Office and Spring Lake Post Office at a later date. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely,

A handwritten signature in black ink that reads "Mark Thimm".

MARK THIMM
Manager, Post Office Operations
100 South First St. Room 409
Minneapolis, MN, 55401-9990



3. If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How will the proposed service compare to current service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☒ Personal needs

☒ Banking

☐ Employment

☒ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Mailing Address

Name: Terry and Margaret Matteson

Address: 53449 N Center Rd, Spring Lake, MN 56680

Telephone: (763) 461-1111

Date: 6-15-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the SPRING LAKE Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO

- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

Deer River or Grand Rapids



06/21/2011

LINLEY & SHERLY BARNES

52066 S. CENTER RD
SPRING LAKE, MN 56680

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Spring Lake Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Spring Lake Post Office should be pursued, a formal proposal will be posted in the Marcell Post Office and Spring Lake Post Office at a later date. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely,

A handwritten signature in black ink that reads "Mark Thimm". The signature is written in a cursive, flowing style.

MARK THIMM
Manager, Post Office Operations
100 South First St. Room 409
Minneapolis, MN, 55401-9990



3. If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How will the proposed service compare to current service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☐

Shopping

Deer River or Grand Rapids ~~MI~~

☐

Personal needs

Deer River or Grand Rapids, MN

☐

Banking

☐

Employment

☐

Social needs

5. Do you currently use local businesses in the community?

☒

Yes

☐

No

If yes, would you continue to use them if the Post Office is discontinued?

☐

Yes

☒

No

Mailing Address

Name:

Linley & Sheryl Barnes

Address:

52066 S. Center Rd., Spring Lake, MN 56680

Telephone:

218-659-2817

Date:

6/15/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the SPRING LAKE Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:



06/21/2011

BERNIE TRGIE
55089 EGGAR RD
SPRING LAKE, MN 56680

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Spring Lake Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Spring Lake Post Office should be pursued, a formal proposal will be posted in the Marcell Post Office and Spring Lake Post Office at a later date. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely,

A handwritten signature in black ink that reads "Mark Thimm".

MARK THIMM
Manager, Post Office Operations
100 South First St. Room 409
Minneapolis, MN, 55401-9990



3. If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How will the proposed service compare to current service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

Grand Rapids, Benildji

☒ Personal needs

"

"

☒ Banking

Black Duck, Benildji

☐ Employment

retired

☒ Social needs

HR, B, Bigfork

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Mailing Address

Name:

Bernie Troye

Address:

55089 Eggar Rd. 56680

Telephone:

(218) 659-2709

Date:

6/17/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the SPRING LAKE Post Office for each of the following:

Postal Services

- | | Daily | Weekly | Monthly | Never |
|--|--------------------------|-------------------------------------|--------------------------|-------------------------------------|
| a. Buying Stamps | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. Mailing Letters | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. Mailing Parcels | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d. Pick up Post Office box mail | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| e. Pick up general delivery mail | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| f. Buying money orders | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| h. Sending Express Mail | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| i. Buying stamp-collecting material | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

Other Postal Services

- | | | |
|----------------------------------|------------------------------|--|
| a. Entering permit mailings | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Resetting/using postage meter | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

Nonpostal Services

- | | | |
|---|------------------------------|--|
| a. Picking up government forms (such as tax forms) | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Using for school bus stop | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| c. Assisting senior citizens, persons with disabilities, etc. | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

If yes, please explain:

- d. Using public bulletin board

☐ YES ☒ NO

- e. Other

☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

Sometimes Spruce Lake
Marcell



06/21/2011

NO NAME

NO ADDRESS

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Spring Lake Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Spring Lake Post Office should be pursued, a formal proposal will be posted in the Marcell Post Office and Spring Lake Post Office at a later date. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely,

A handwritten signature in black ink that reads "Mark Thimm".

MARK THIMM
Manager, Post Office Operations
100 South First St. Room 409
Minneapolis, MN, 55401-9990



3. If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How will the proposed service compare to current service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☐ Shopping

☐ Personal needs

☐ Banking

☐ Employment

☐ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Mailing Address

Name:

Address:

Telephone:

Date:

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the SPRING LAKE Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☒ YES ☐ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO

- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:



06/21/2011

RUSS & RENE CUTTING

PO BOX 56
SPRING LAKE, MN 56680

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Spring Lake Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Spring Lake Post Office should be pursued, a formal proposal will be posted in the Marcell Post Office and Spring Lake Post Office at a later date. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely,

A handwritten signature in black ink that reads "Mark Thimm". The signature is written in a cursive, flowing style.

MARK THIMM
Manager, Post Office Operations
100 South First St. Room 409
Minneapolis, MN, 55401-9990



3. If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How will the proposed service compare to current service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Grand Rapids
☒ Personal needs Grand Rapids
☒ Banking Deer River
☐ Employment _____
☒ Social needs Grand Rapids

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Mailing Address

Name:

Russ & Renee Cutting

Address:

P.O. Box 56 Spring Lake, MN 56680

Telephone:

218-832-3357

Date:

June 15, 2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the SPRING LAKE Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:



06/21/2011

BILL GOMBOLD

51442 EDGEWATER ROAD
SPRING LAKE, MN 56680

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Spring Lake Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Spring Lake Post Office should be pursued, a formal proposal will be posted in the Marcell Post Office and Spring Lake Post Office at a later date. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely,

A handwritten signature in black ink that reads "Mark Thimm". The signature is written in a cursive, flowing style.

MARK THIMM
Manager, Post Office Operations
100 South First St. Room 409
Minneapolis, MN, 55401-9990

UNITED STATES
POSTAL SERVICE

3. If you are currently receiving delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive box service or general delivery service, complete this section. How will the proposed service compare to your current service?

Better

☐

Just as Good

☒

No Opinion

☐

Worse

Explain:

4.

What services do you leave your community? (Check all that apply.) Where do you go to obtain these services?

yes
yes
yes

shopping

medical

needs

Banking

No Employment

?

needs

5.

Will you continue to use local businesses in the community?

yes

☐

No

Will you continue to use them if the Post Office is discontinued?

yes

☐

No

Mailin

Name

BILL GOMBOLD

Wm. B. Gombold

Address

51442 EDGEWATER Road SPRING LAKE, MN 56680

Telephone

(218) 659-4404

Date

06-16-11

Please
complete

Additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to
participate.



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the SPRING LAKE Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:



06/21/2011

ANCHOR INN RESORT
55960 CTY RD 4
SPRING LAKE, MN 56680

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Spring Lake Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Spring Lake Post Office should be pursued, a formal proposal will be posted in the Marcell Post Office and Spring Lake Post Office at a later date. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely,

A handwritten signature in black ink that reads "Mark Thimm". The signature is written in a cursive, flowing style.

MARK THIMM
Manager, Post Office Operations
100 South First St. Room 409
Minneapolis, MN, 55401-9990



3. If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How will the proposed service compare to current service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

<input checked="" type="checkbox"/>	Shopping	Grand Rapids	Deer River	Marcell	Benedict
<input checked="" type="checkbox"/>	Personal needs	"	"	"	"
<input checked="" type="checkbox"/>	Banking	"	"	"	"
<input type="checkbox"/>	Employment				
<input checked="" type="checkbox"/>	Social needs	"	"	"	"

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Mailing Address

Name:

Anchor Inn Resort

Address:

55960 Cty Rd 4 Spring Lake MN 56680

Telephone:

218-659-2718

Date:

6/18/2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the SPRING LAKE Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:



06/21/2011

MICHAEL SCOTT
48955 COUNTY ROAD
SPRING LAKE, MN 56680

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Spring Lake Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Spring Lake Post Office should be pursued, a formal proposal will be posted in the Marcell Post Office and Spring Lake Post Office at a later date. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely,

A handwritten signature in black ink that reads "Mark Thimm".

MARK THIMM
Manager, Post Office Operations
100 South First St. Room 409
Minneapolis, MN, 55401-9990



3. If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How will the proposed service compare to current service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping

Grand Rapids MN



Personal needs



Banking

Grand Rapids MN



Employment

Grand Rapids MN



Social needs

5. Do you currently use local businesses in the community?



Yes



No

If yes, would you continue to use them if the Post Office is discontinued?



Yes



No

Mailing Address

Name:

Michael Scott

Address:

48955 County Road 4

Telephone:

218 832-3267

Date:

6-19-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the SPRING LAKE Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO

- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:



06/21/2011

RICK KITTERMAN

56008 CTY RD 4
SPRING LAKE, MN 56680

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Spring Lake Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.

If it is determined that a discontinuance of the Spring Lake Post Office should be pursued, a formal proposal will be posted in the Marcell Post Office and Spring Lake Post Office at a later date. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely,

A handwritten signature in black ink that reads "Mark Thimm".

MARK THIMM
Manager, Post Office Operations
100 South First St. Room 409
Minneapolis, MN, 55401-9990



3. If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How will the proposed service compare to current service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping

Deer River, Grand Rapids, Bemidji, Marcell



Personal needs

"

"

"



Banking

"



Employment



Social needs

"

"

"

5. Do you currently use local businesses in the community?

of Spring Lake



Yes



No

If yes, would you continue to use them if the Post Office is discontinued?



Yes



No

Mailing Address

Name:

Rick Kitterman

Address:

56008 Cty Rd 4 Spring Lake MN 56680

Telephone:

218-659-2137

Date:

6/17/2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

We do not oppose this plan as long as the Spring Lake name and zip code is maintained. It would be costly to change addresses to all of our personal and business addresses



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the SPRING LAKE Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO

- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:



06/21/2011

JEREMY MEYER

48518 CO RD 4
SPRING LAKE, MN 56680

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Spring Lake Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about those customers with disabilities who are not able to go to the Post Office to pick up their mail. Customers are not required to travel to another Post Office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.

If it is determined that a discontinuance of the Spring Lake Post Office should be pursued, a formal proposal will be posted in the Marcell Post Office and Spring Lake Post Office at a later date. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely,

A handwritten signature in black ink that reads "Mark Thimm".

MARK THIMM
Manager, Post Office Operations
100 South First St. Room 409
Minneapolis, MN, 55401-9990

UNITED STATES
POSTAL SERVICE

3. If you currently receive carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive post office box service or general delivery service, complete this section. How will the proposed service compare to your current service?

☒ Better ☐ Just as Good ☐ No Opinion ☐ Worse

Please explain:

4. Which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping 1 day/week
☐ Personal needs
☒ Banking 1 day/week
☐ Employment
☐ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

Will you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Mailbox

Name

Jeremy Meyer

Address

48518 Co. Rd. 4 Spring Lake MI 56680

Telephone

218-832-3386

Date

6/15/11

Please provide additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the SPRING LAKE Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> <i>2 x month 100 x 44c \$ 88.00</i>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

a. Entering permit mailings	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
b. Resetting/using postage meter	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

Nonpostal Services

a. Picking up government forms (such as tax forms)	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
b. Using for school bus stop	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
c. Assisting senior citizens, persons with disabilities, etc.	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO

If yes, please explain:

We have several disabled + elderly in the community.

d. Using public bulletin board	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
e. Other	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO

If yes, please explain:

I strongly disagree with this proposal.

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
------------------------------	--

If yes, please explain:



06/21/2011

TOM BOSIVER

52001 EDGEWATER RD
SPRING LAKE, MN 56680

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Spring Lake Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the detrimental effect the loss of the Post Office would have on the community. Businesses generally require regular and effective postal services, and these will always be provided to the community. Since the suspension of service, there has been no indication that the business community has been adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the Post Office is discontinued.

If it is determined that a discontinuance of the Spring Lake Post Office should be pursued, a formal proposal will be posted in the Marcell Post Office and Spring Lake Post Office at a later date. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely,

A handwritten signature in black ink that reads "Mark Thimm".

MARK THIMM
Manager, Post Office Operations
100 South First St. Room 409
Minneapolis, MN, 55401-9990

STATES
SERVICE

3. By
for
cu

ier delivery, there will be no change to your delivery service — proceed to question 4. If you currently
office box service or general delivery service, complete this section. How will the proposed service compare to

Better

☐

Just as Good

☐

No Opinion

☐

Worse

se explain:

4.

the following do you leave your community? (Check all that apply.) Where do you go to obtain these

oping

al needs

anking

ol yment

al needs

5.

nt use local businesses in the community?

Yes

☐

No

you continue to use them if the Post Office is discontinued?

Yes

☐

No

Mailing

Name:

We Believe THE Spring Lake Post Office

Address:

HAS PROVIDED US, WITH A SERVICE THAT

Tele:

WILL BE MISSED DEARLY, & THEIR

Date:

LOSS WILL CREATE ADDITIONAL HARDSHIP'S
FOR OUR PERSONAL & BUSINESS POSTAL NEEDS

Please
comple

al comments on a separate piece of paper and attach it to this form. Thank you for taking the time to
ire.

EDGEWATER RESORT.

Tom Bosiger

52001 EDGEWATER RD
SPRING LAKE, MN
56680



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the SPRING LAKE Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO

- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:



06/24/2011

MARION & LINDA ROBERTS

55578 EGGAR RD
SPRING LAKE, MN 56680

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Spring Lake Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Spring Lake Post Office should be pursued, a formal proposal will be posted in the Marcell Post Office and Spring Lake Post Office at a later date. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely,

A handwritten signature in black ink that reads "Mark Thimm". The signature is stylized with a large "M" and a cursive "Thimm".

MARK THIMM
Manager, Post Office Operations
100 South First St. Room 409
Minneapolis, MN, 55401-9990



3. If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How will the proposed service compare to current service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping

Bigfork / Grand Rapids / Bemidji



Personal needs



Banking



Employment



Social needs

5. Do you currently use local businesses in the community?



Yes



No

If yes, would you continue to use them if the Post Office is discontinued?



Yes



No

(if) they can remain open

Mailing Address

Name:

Marion & Linda Roberts

Address:

55578 Eggar Rd Spring Lake, Mn 56680

Telephone:

(218) 659-2638

Date:

6/16/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the SPRING LAKE Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

in Squaw Lake/Blackhawk on way to Bemidji



06/28/2011

GALEN BOURMAN

PO BOX 454
SPRING LAKE, MN 56680

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Spring Lake Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about package delivery and pickup. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter.

If it is determined that a discontinuance of the Spring Lake Post Office should be pursued, a formal proposal will be posted in the Marcell Post Office and Spring Lake Post Office at a later date. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely,

A handwritten signature in black ink that reads "Mark Thimm".

MARK THIMM
Manager, Post Office Operations
100 South First St. Room 409
Minneapolis, MN, 55401-9990



3. If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How will the proposed service compare to current service?

☐ Better

☐ Just as Good

☐ No Opinion

☒ Worse

If yes, please explain: To mail packages, To receive per. Med's in the mail,

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☐ Shopping

☒ Personal needs

☒ Banking

☐ Employment

☒ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Mailing Address

Name: Helen Bouerman

Address: P.O. Box 454 Spring Lake, MI 56680

Telephone: 218-832-3789

Date: 6-15-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the SPRING LAKE Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO ?
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO ?

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:



06/28/2011

NO NAME

NO ADDRESS

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Spring Lake Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Spring Lake Post Office should be pursued, a formal proposal will be posted in the Marcell Post Office and Spring Lake Post Office at a later date. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely,

A handwritten signature in black ink that reads "Mark Thimm".

MARK THIMM
Manager, Post Office Operations
100 South First St. Room 409
Minneapolis, MN, 55401-9990



3. If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How will the proposed service compare to current service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping



Personal needs



Banking



Employment



Social needs

5. Do you currently use local businesses in the community?



Yes



No

If yes, would you continue to use them if the Post Office is discontinued?



Yes



No

Mailing Address

Name:

Address:

Telephone:

Date:

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the SPRING LAKE Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board

☐ YES ☒ NO

- e. Other

☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:



06/28/2011

DENIS MCGIBBON

51305 EDGEWATER ROAD
SPRING LAKE, MN 56680

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Spring Lake Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information. Regarding your comments on package pick up, your rural carrier will come to your door and pick up packages, free of charge. You may either contact the postmaster and request a pick up or you may go online at usps.com.

If it is determined that a discontinuance of the Spring Lake Post Office should be pursued, a formal proposal will be posted in the Marcell Post Office and Spring Lake Post Office at a later date. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely,

A handwritten signature in black ink that reads "Mark Thimm".

MARK THIMM
Manager, Post Office Operations
100 South First St. Room 409
Minneapolis, MN, 55401-9990



3. If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How will the proposed service compare to current service?

☐ Better

☐ Just as Good

☐ No Opinion

☒ Worse

If yes, please explain: Must go and additional 12 miles to pick up parcels not delivered to door. UPS and Fed Express will deliver to door

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping - Deer River

☐ Personal needs

☐ Banking Grand Rapids

☐ Employment

☐ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Mailing Address

Name: Dennis McGibbon

Address: 51305 Edgewater Rd

Telephone: 218-659-2153

Date: 6-21-2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

Why would Paul Bunyan Tele be spending millions to install fiberoptic line to improve communication and Postal Service wants to service
Maurell has no additional services for people of Spring Lake to use. Not a business or shopping destination
Why decision has taken 16 years to act on closing since I'm retired? Proven need to keep open



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the SPRING LAKE Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☒ YES ☐ NO

If yes, please explain:

Helping many senior citizens in area need this local service

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☒ YES ☐ NO

If yes, please explain:

Picking up parcels mailed to our address twice monthly

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:



07/05/2011

RON KULISEK

PO BOX 472
SPRING LAKE, MN 56680

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Spring Lake Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

If it is determined that a discontinuance of the Spring Lake Post Office should be pursued, a formal proposal will be posted in the Marcell Post Office and Spring Lake Post Office at a later date. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely,

A handwritten signature in black ink that reads "Mark Thimm".

MARK THIMM
Manager, Post Office Operations
100 South First St. Room 409
Minneapolis, MN, 55401-9990



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the SPRING LAKE Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☐ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

EVERY OTHER WEEK OR SO

DISCONTINUING THE SERVICES OF THIS LOCAL POST OFFICE WILL DEFINITELY BE AN INCONVENIENCE AND HARDSHIP TO MANY OF US LOCAL CITIZENS. WE KNOW OUR MAIL IS SAFE AND SECURE WITHIN THE STORE PROPER. OUTSIDE BOXES/MAIL BOXES ARE A BURDENSOME WORRY AS FOR VANDALISM AND WEATHER FOR US - THE OLDER GENERATION. IF WE ARE FORCED TO TRAVEL + DEAL WITH THE MARCER P.O. - IT'S THE COST OF 1 1/2 - 2 AM. OF ... IT WOULD BE A COSTLY BURDEN TO EVERYONE - ESPECIALLY TO US RETIRED ...



3. If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How will the proposed service compare to current service?

☐ Better

☐ Just as Good

☐ No Opinion

☒ Worse

If yes, please explain:

NOT SECURED - (SEE COMMENTS ON BACK)

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☐ Shopping

☐ Personal needs

☒ Banking

MAIL + PHONE

☒ Employment

RETIRED

☐ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Mailing Address

Name:

RON KULISEK

Address:

PO BOX 472

SPRING LAKE, 56680

Telephone:

218-832-3460

Date:

6/29/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



07/05/2011

LINDA MATTON

54506 COUNTY ROAD 4
SPRING LAKE, MN 56680

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Spring Lake Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Spring Lake Post Office should be pursued, a formal proposal will be posted in the Marcell Post Office and Spring Lake Post Office at a later date. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely,

A handwritten signature in black ink that reads "Mark Thimm". The signature is stylized with a large "M" and a cursive "Thimm".

MARK THIMM
Manager, Post Office Operations
100 South First St. Room 409
Minneapolis, MN, 55401-9990



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the SPRING LAKE Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

I work in Bemidji. I pass by Squaw Lake & Blackduck
Post Offices.



3. If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How will the proposed service compare to current service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

<input checked="" type="checkbox"/>	Shopping	Bemidji
<input checked="" type="checkbox"/>	Personal needs	Bemidji
<input checked="" type="checkbox"/>	Banking	Bemidji
<input checked="" type="checkbox"/>	Employment	Bemidji
<input checked="" type="checkbox"/>	Social needs	Grand Rapids

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Mailing Address

Name: Linda Matton

Address: 54506 County Road 4 Spring Lake

Telephone: 218-659-2679

Date: 06-18-2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

Postal Service Customer Questionnaire Analysis

Questionnaires were distributed to all delivery customers of the SPRING LAKE Post Office on 06/15/2011. Additionally, during the survey period, questionnaires were available at the SPRING LAKE Post Office to walk-in retail customers.

1. **Number of Questionnaires**

Total Questionnaires distributed	<u>86</u>
Favorable to proposal	<u>0</u>
Unfavorable to proposal	<u>2</u>
Expressing no opinion	<u>17</u>
Total questionnaires received	<u>19</u>

Postal Concerns

The following postal concerns were expressed

1. Concern (No Opinion):

Customers expressed concern for loss of community identity.

Response:

A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.

2. Concern (No Opinion):

Customers expressed concern for those customers with disabilities who are not able to go to administrative Post Office to pick up their mail.

Response:

Customers are not required to travel to another Post Office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.

3. Concern (No Opinion):

Customers felt the loss of a Post Office would have a detrimental effect on the business community.

Response:

Businesses generally require regular and effective postal services, and these will always be provided to the community. Questionnaire responses revealed that customers will continue to use local businesses if the Post Office is discontinued.

4. Concern (No Opinion):

No Concern

Response:

5. Concern (Unfavorable):

Customer expressed a concern about package delivery and pickup.

Response:

Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to 1/4 mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter.

6. Concern (Unfavorable):

Customers were concerned about senior citizens.

Response:

Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information. Regarding your comments on package pick up, your rural carrier will come to your door and pick up packages, free of charge. You may either contact the postmaster and request a pick up or you may go online at usps.com.

Nonpostal Concerns

The following nonpostal concerns were expressed

6/27/2011

Postal Service Customer Community Meeting Analysis

(categorize customer concerns as postal or nonpostal and provide the Postal Service response for each.)

Postal Concerns

1. **Concern (UnFavorable):**
Customer expressed concern about 1.00 fee for change of address on-line services.
Response:
Security, by giving a credit card number it assures the person changing the address is valid and it's a way of tracking who is changing the address via our on-line services.
2. **Concern (UnFavorable):**
Customer inquired if the statutes have changed in the last 5 years concerning closures.
Response:
No, we still follow the regulations in our postal manuals and requirements under Title 39. However, with the decline in mail volume and workload, we are looking closely at all offices of every size.
3. **Concern (UnFavorable):**
Customers were concerned about senior citizens.
Response:
Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
4. **Concern (UnFavorable):**
Customer expressed concern of mailing her packages from Arizona home and things being broken when they arrived at the destination.
Response:
The postal service offers insurance that should be taken out on items mailed that are of value. Items should always be packed well and in a package adequate to hold packing material and the items being mailed. If you have ongoing problems with damaged packages, please report the incidents immediately to your post office or our 1-800 number.

Nonpostal Concerns



LETTER NOT USED. PLACE HOLDER ONLY

06/15/2011

As the Postal Service manager responsible for all Post Offices in your area, I would like your opinion concerning a possible change in the way postal services are provided. Our tentative plans will only lead to a formal proposal if we are satisfied that a maximum degree of regular and effective service can be provided.

If you would like an opportunity to discuss alternatives with us, a postal representative will be at Spring Lake Community Center, Highway 4 on 06/29/2011 from 6:30 PM to 8:30 PM to answer questions and provide information about our service.

If you have any questions, you may contact Margaret Campbell at (612) 349-3568.

Thank you for your assistance.

Sincerely,

A handwritten signature in black ink that reads "Mark Thimm". The signature is stylized with a large "M" and a cursive "Thimm".

MARK THIMM
Manager, Post Office Operations



A. Office

Name: SPRING LAKE State: MN Zip Code: 56680
Area: WESTERN District: NORTHLAND PFC
Congressional District: MN 08 County: Itasca
EAS Grade: 55 Finance Number: 268850
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

This form is a place holder for number 27. There was not a petition recieved.

Prepared by: Margaret Campbell
Title: NORTHLAND PFC Post Office Review Coordinator
Tele No: (612) 349-3568

Date: 06/30/2011
Fax No: (612) 349-0389



A. Office

Name: SPRING LAKE State: MN Zip Code: 56680
Area: WESTERN District: NORTHLAND PFC
Congressional District: MN 08 County: ITASCA
EAS Grade: 55 Finance Number: 268850
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

This form is a place holder for number 28. There was no Congressional inquiry.

Prepared by: Margaret Campbell
Title: NORTHLAND PFC Post Office Review Coordinator
Tele No: (612) 349-3568

Date: 09/23/2011
Fax No: (612)
349-0389

Proposal Checklist

Section I

Responsiveness to Community Postal Needs

Tell what we are doing and why.

Is reason for discontinuance justified and documented in the record?

If suspended, what type of alternate service customers are now receiving?

Reason for vacancy and information on postmaster/OIC

Number of customers and type of service they received and will receive.

Hours of service, daily window transaction average, number of permit mailers, and postage meter users.

Last three fiscal years of revenue and revenue units.

Decline in service workload/reduction in EAS level, if appropriate.

Nearest Post Office, office level, miles away, hours of service, number of Post Office boxes available.

Administrative/emanating office — office level, miles away, hours of service, number of Post Office boxes available.

If the nearby/administrative Post Office has a different Post Office box fee schedule, this is stated in the proposal.

Preproposal activities — questionnaires: number of favorable, unfavorable and no opinion responses must equal the total number of questionnaires returned. List customer concerns and Postal Service responses.

Community meeting. Number of customers who attended, customer concerns, and Postal Service responses.

Information on petitions and congressional inquiries included with Postal Service responses.

Revised proposal states dates and locations the proposal was posted for 60 days. Number of comments received, customer concerns and Postal Service responses.

Advantages and disadvantages of proposed alternate service.

Any other pertinent information concerning Postal Service needs.

Section II

Effect on the Community

Brief background of area, community government, population, etc.

Number of businesses, religious institutions, schools, local government offices, social organizations, etc.

Was Post Office used as meeting place?

Was Post Office a shelter for a bus stop?

Did the Post Office have a public bulletin board?

Were government forms available at the Post Office?

Did the Post Office provide assistance to senior citizens, persons with disabilities, etc.?

What is the historical value of the office?

Is an address change necessary?

Will the community identity be preserved?

What are the growth trends (flat, up, down)?

Were any other nonpostal items identified?

Section III

Effect on Employees

Paragraph explaining about postmaster vacancy/OIC/other career and noncareer employees of the office. If a postmaster or other employees are reassigned this must be explained and tell whether the reassignments are voluntary.

Section IV

Economic Savings

A statement of annual savings includes a breakdown as follows:

Postmaster salary (EAS-~~SS~~, Minimum, no COLA)

Fringe benefits 33.5%

Rental costs, excluding utilities

Total annual costs

Less estimated cost of replacement service

Total annual savings

\$	14,726
\$	4,933
\$	720
\$	20,379
-	2,156
\$	18,223

A one-time expense of \$ — will be/was incurred for installation of CBUs and parcel lockers.

Is postmaster salary based on the minimum salary without COLA?

Does postmaster salary reflect the current office evaluation?

Section V

Other Factors

The Postal Service has identified no other factors for consideration (if appropriate).

List other factors as appropriate.

Other factors when replacement service is a CPO.

Section VI

Summary

The proposal must include a brief summary that explains why the closing or consolidation is necessary and an assessment of how those factors supporting the need for change outweigh any negative factors. In taking competing considerations into account, the need to provide a maximum degree of effective and regular service must be paramount.

Section VII

Notices

Appropriate notice is made that this is a proposal and not a final determination. If a final determination is made to discontinue the office, information on the appeal process will be provided at that time.

Checklist Completed By:

Kenn E. Veltjeson

7-11-11

Investigative Coordinator

Date

Reviewed and Certified By:

[Signature]

7-1-11

District PO Review Coordinator

Date



07/01/2011

SENIOR VICE PRESIDENT
GOVERNMENT RELATIONS AND PUBLIC POLICY
475 L'ENFANT PLAZA SW RM 10804
WASHINGTON DC 20260-3500

SUBJECT: Posting of the Proposal to Close
the SPRING LAKE Post Office
Docket No. 1382542

This is to advise you that on 07/15/2011, I will post for public comment a proposal to close the SPRING LAKE Post Office in ITASCA, Congressional District No. MN 08.

If you have any questions, please call MARGARET CAMPBELL District Review Coordinator at (612) 349-3568.

A handwritten signature in black ink, appearing to read "Anthony Williams", with a stylized flourish at the end.

ANTHONY WILLIAMS
District Manager
NORTHLAND PFC District

cc: Manager, Customer Service Operations
Area Manager, Public Affairs and Communications

Enclosures: PS Form 4920
Proposal



07/08/2011

OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Letter of Instructions Regarding Posting of
SPRING LAKE Proposal
Docket No. 1382542 - 56680

Please post the enclosed proposal to close the SPRING LAKE Post Office in the lobby. The proposal must be posted in a prominent place from 07/15/2011 through close of business on 09/15/2011. The posting must last at least 60 days and the first day does not count.

Round-date stamp the cover of the proposal on the date of posting and on the date of removal. Also, post the "Invitation for Comments" next to the proposal and round-date stamp it in the same manner.

Additional copies of the proposal and comment forms are enclosed. Provide them to customers upon request.

Also enclosed is the official record on which this proposal is based. Customers may read it; however, they may not remove it from your office. When a customer requests a copy of the record, provide it upon payment of any fees prescribed in AS-353 Guide to Privacy and the Freedom of Information Act. If you do not have photocopy equipment, take the customer's name, address, and telephone number and contact the district for a copy of the record.

At the expiration of the posting period, further instructions will be provided. If there are any questions, please contact me at (612) 349-3568.

A handwritten signature in black ink that reads "Margaret Campbell". The signature is fluid and cursive, with the first and last names being clearly legible.

MARGARET CAMPBELL
Post Office Review Coordinator
NORTHLAND PFC District

Enclosures: PS Form 4920
Proposal
Invitation for Comments
Comment Forms
Official Record

Date of Posting: 07/15/2011

Date of Removal: 09/15/2011

UNITED STATES POSTAL SERVICE

INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE THE SPRING LAKE, MN POST OFFICE AND EXTEND SERVICE BY RURAL ROUTE SERVICE

To the customers of the Spring Lake Post Office:

The Postal Service is considering the close of the Spring Lake Post Office for reasons stated in the accompanying proposal.

During the 60-day posting period from 07/15/2011 through 09/15/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

Copies of the proposal and optional comment forms are available upon request at the Spring Lake Post Office and Marcell Post Office . If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to:

MARGARET CAMPBELL
100 SOUTH FIRST ST. ROOM 426B
MINNEAPOLIS, MN 55401-9990

For more information, you may call MARGARET CAMPBELL at (612) 349-3568 or write to the above address.

Thank you for your assistance.

A handwritten signature in black ink, appearing to read "Dave Krage". The signature is fluid and cursive, with the first name "Dave" being larger and more prominent than the last name "Krage".

DAVE KRAGE
100 SOUTH FIRST ST. ROOM 426B
MINNEAPOLIS, MN 55401-9990

Date of Posting: 07/15/2011

Posting Round Date:

Date of Removal: 09/15/2011

Removal Round Date:

PROPOSAL TO CLOSE
THE SPRING LAKE, MN POST OFFICE
AND EXTEND
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1382542 - 56680

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Spring Lake, MN Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Marcell Post Office, located 10 miles away.

The postmaster position became vacant when the postmaster retired on August 31, 1995. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office is being studied for possible closing or consolidation due to the following reasons: A review of the Spring Lake Post Office has shown that the workload has steadily decreased. Current workload is 1.3 hours per day. Revenue has dropped 15.9% in the past 2 years. The office is open 4 hours daily. This reduced workload suggests that the maintenance of an independent office at Spring Lake may not be warranted. The community could receive regular and effective service through rural route delivery.

The Spring Lake Post Office, an EAS-55 level, provides service from 09:30 am - 13:30 pm Monday - Friday , 09:30 am - 13:30 pm Saturday and lobby hours of 8:00 am - 18:00 pm on Monday - Friday and 8:00 am - 18:00 pm on Saturday to 20 post office box or general delivery customers and no delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged five transaction(s) accounting for five minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by rural route service. Office receipts for the last 3 years were: \$10,664 (28 revenue units) in FY 2008; \$9,817 (26 revenue units) in FY 2009; and \$8,956 (23 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On June 29, 2011, representatives from the Postal Service were available at Spring Lake Community Center, Highway 4 to answer questions and provide information to customers. 4 customer(s) attended the meeting.

On June 15, 2011, 86 questionnaires were distributed to delivery customers of the Spring Lake Post Office. Questionnaires were also available over the counter for retail customers at the Spring Lake Post Office. 19 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 0 favorable, 2 unfavorable, and 17 expressed no opinion.

If this proposal is implemented, delivery and retail services will be provided by the Marcell Post Office, an EAS-13 level office. Window service hours at the Marcell Post Office are from 7:30 - 12:00 & 13:00 - 16:00, Monday through Friday, and 8:00 - 9:30 on Saturday. There are 72 post office boxes available.

The following concerns were expressed from questionnaires, the community meeting, from customer letters, on the petition, and from the congressional inquiry:

1. **Concern:** Customer expressed a concern about package delivery and pickup.

Response: Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter.
2. **Concern:** Customers expressed concern for those customers with disabilities who are not able to go to administrative Post Office to pick up their mail.

Response: Customers are not required to travel to another Post Office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.
3. **Concern:** Customers were concerned about mail security.

Response:

Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

4. **Concern:**

Customers were concerned about senior citizens.

Response:

Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information. Regarding your comments on package pick up, your rural carrier will come to your door and pick up packages, free of charge. You may either contact the postmaster and request a pick up or you may go online at usps.com.

5. **Concern:**

Response:

The customer suggested that the Postal Service should lobby Congress for legislative change. The Postmaster General has testified at Congressional hearings on many occasions over the past several years, asking for change. However, until new laws are enacted, we must abide by the current ones.

6. **Concern:**

Customers were concerned about having to travel to another Post Office for service.

Response:

Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

7. **Concern:**

Customer expressed concern about 1.00 fee for change of address on-line services.

Response:

By giving a credit card number it assures the person changing the address is valid and it's a way of tracking who is changing the address via our on-line services.

8. **Concern:**

Customer expressed concern of mailing her packages from Arizona home and things being broken when they arrived at the destination.

Response:

The postal service offers insurance that should be taken out on items mailed that are of value. Items should always be packed well and in a package adequate to hold packing material and the items being mailed. If you have ongoing problems with damaged packages, please report the incidents immediately to your post office or our 1-800 number.

9. **Concern:**

Customer inquired if the statutes have changed in the last 5 years concerning closures.

Response:

No, we still follow the regulations in our postal manuals and requirements under Title 39. However, with the decline in mail volume and workload, we are looking closely at all offices of every size.

Some advantages of the proposal are:

1. The rural or contract delivery carrier may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

Some disadvantages of the proposal are:

1. The loss of a retail outlet and a postmaster position in the community. Retail services may be provided by the rural or contract delivery carrier.
2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.

Taking all available information into consideration, the Postal Service concludes this proposal will provide a maximum degree of effective and regular postal services to the community.

II. EFFECT ON COMMUNITY

Spring Lake is an unincorporated community located in ITASCA County. The community is administered politically by Lake Jessi Township. Police protection is provided by the Itasca County Sheriff. Fire protection is provided by the Bigfork Volunteer Fire Department. The community is comprised of retirees, self-employed, and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: Sand Lake Alliance Church, Spring Lake Store, Watts News, Itasca Power, ATI, Boggs Trucking & Busing, MacRostie Leathers, Tam O'Shanter Resort, Island View Resort, Ghost Bay Resort, Edgewater Resort, Chapel Hill Resort, Barney's Resort & Campground, Anchor Inn Resort, J Boyer/Arbitrator/Ombudsman and Boyer Tree & Limb Service . Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Spring Lake Post Office will be available at the Marcell Post Office. Government forms normally provided by the Post Office will also be available at the Marcell Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

- | | |
|--------------------|---|
| 1. Concern: | Customers expressed concern for loss of community identity. |
| Response: | A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses. |
- | | |
|--------------------|---|
| 2. Concern: | Customers felt the loss of a Post Office would have a detrimental effect on the business community. |
| Response: | Businesses generally require regular and effective postal services, and these will always be provided to the community. Questionnaire responses revealed that customers will continue to use local businesses if the Post Office is discontinued. |

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community.

III. EFFECT ON EMPLOYEES

The postmaster position became vacant when the postmaster retired on August 31, 1995. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected. Since the postmaster vacancy an OIC has been installed to operate the office.

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 18,223 with a breakdown as follows:

Postmaster Salary (EAS-55, No COLA)	\$ 14,726
Fringe Benefits @ 33.5%	\$ 4,933
Annual Lease Costs	+ \$ 720
Total Annual Costs	\$ 20,379
Less Annual Cost of Replacement Service	- \$ 2,156
Total Annual Savings	<u>\$ 18,223</u>

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

The Postal Service is proposing to close the Spring Lake, MN Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Marcell Post Office, located 10 miles away.

The postmaster retired on August 31, 1995. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. Post office workload has declined. Effective and regular service will continue to be provided by rural route service.

The Spring Lake Post Office provided delivery and retail service to 20 PO Box or general delivery customers and no delivery route customers. The daily retail window transactions averaged five. There are no permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a Post Office for service. The Postal Service will save an estimated \$18,223 annually. A disadvantage to some may be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with a rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this proposal is warranted.

VII. NOTICES

- A. Support Materials. Copies of all materials upon which this proposal is based are available for public inspection at the Spring Lake Post Office and Marcell Post Office during normal office hours.
- B. This is a proposal. It is not a final determination to close this post office. If a final determination is made to close this post office, after public comments on this proposal are received and taken into account, a notice of that final determination will be posted in this office.

The final determination will contain instructions on how affected customers may appeal that decision to the Postal Regulatory Commission. Any such appeal must be received by the commission within 30 days of the posting of the final determination.



DAVE KRAGE
Manager, Post Office Operations

07/15/2011
Date

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the SPRING LAKE Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.
2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.
3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Name of Postal Customer

Signature of Postal Customer

Mailing Address

City, State, and ZIP Code

Date



09/09/2011

OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Instructions for Posting the "Notice of Taking Proposal and Comments Under Internal Consideration"

At the close of business on 09/15/2011 take down the "Proposal" and the "Invitation for Comments" from the lobby. Round-date stamp them upon removal and verify that the mandatory 60-day posting period was observed. The proposal and invitation for comments must be posted for at least 60 days, and the first day does not count.

On the same day, prominently post in the lobby the enclosed "Notice of Taking Proposal and Comments Under Internal Consideration." The notice should remain posted until you receive further notice from this office.

Please return the posted "Proposal," "Invitation for Comments," the official record, and any related discontinuance materials to this office.

Thank you for your assistance.

Sincerely,

A handwritten signature in black ink that reads "Margaret Campbell". The signature is written in a cursive, flowing style.

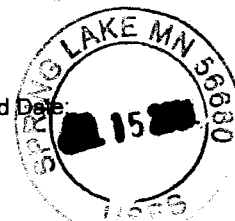
MARGARET CAMPBELL
Post Office Review Coordinator
100 SOUTH FIRST ST. ROOM 426B
MINNEAPOLIS, MN 55401-9990

DOCKET NO.
ITEM NO.
PAGE

1382542-56680
36
1

Date of Posting: 07/15/2011

Posting Round Date:



Date of Removal: 09/15/2011

Removal Round Date:

*POSTED 60 DAYS
After the*

PROPOSAL TO CLOSE
THE SPRING LAKE, MN POST OFFICE
AND EXTEND
SERVICE BY RURAL ROUTE SERVICE



DOCKET NUMBER 1382542 - 56680

Date of Posting: 07/15/2011

Date of Removal: 09/15/2011

UNITED STATES POSTAL SERVICE

INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE
THE SPRING LAKE, MN POST OFFICE
AND EXTEND
SERVICE BY RURAL ROUTE SERVICE

To the customers of the Spring Lake Post Office:

The Postal Service is considering the close of the Spring Lake Post Office for reasons stated in the accompanying proposal.

During the 60-day posting period from 07/15/2011 through 09/15/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

Copies of the proposal and optional comment forms are available upon request at the Spring Lake Post Office and Marcell Post Office. If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to:

MARGARET CAMPBELL
100 SOUTH FIRST ST. ROOM 409
MINNEAPOLIS, MN 55401-9990

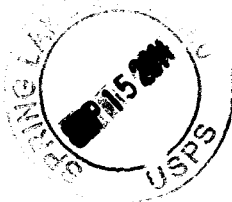
For more information, you may call MARGARET CAMPBELL at (612) 349-3568 or write to the above address.

Thank you for your assistance.

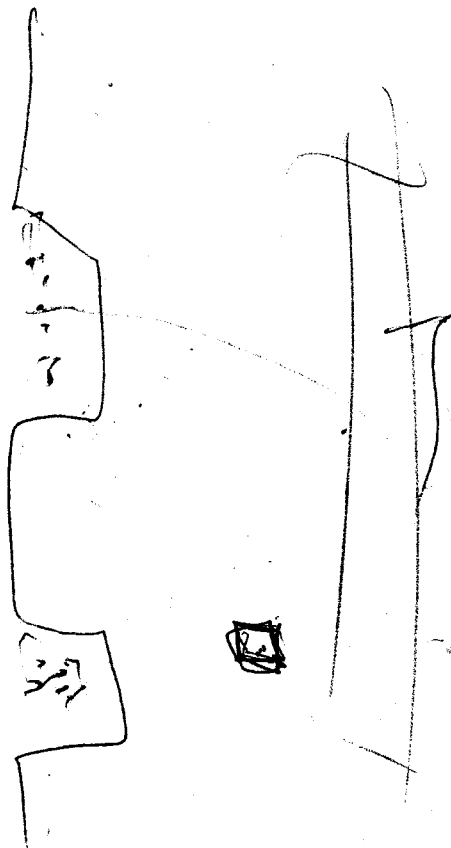
Mark Thimm

MARK THIMM
100 SOUTH FIRST ST. ROOM 409
MINNEAPOLIS, MN 55401-9990

*Posted 60 Days
of the
of the*



*211.10
44
211.17
21.5*



DOCKET NO.
ITEM NO.
PAGE

138 2542-56680
36
3

Date of Posting: 07/15/2011

Posting Round Date:



Date of Removal: 09/15/2011

Removal Round Date:

PROPOSAL TO CLOSE
THE SPRING LAKE, MN POST OFFICE
AND EXTEND
SERVICE BY RURAL ROUTE SERVICE



DOCKET NUMBER 1382542 - 56680

Date of Posting: 07/15/2011

Date of Removal: 09/15/2011



UNITED STATES POSTAL SERVICE

INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE
THE SPRING LAKE, MN POST OFFICE
AND EXTEND
SERVICE BY RURAL ROUTE SERVICE



To the customers of the Spring Lake Post Office:

The Postal Service is considering the close of the Spring Lake Post Office for reasons stated in the accompanying proposal.

During the 60-day posting period from 07/15/2011 through 09/15/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

Copies of the proposal and optional comment forms are available upon request at the Spring Lake Post Office and Marcell Post Office. If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to:

MARGARET CAMPBELL
100 SOUTH FIRST ST. ROOM 409
MINNEAPOLIS, MN 55401-9990

For more information, you may call MARGARET CAMPBELL at (612) 349-3568 or write to the above address.

Thank you for your assistance.

MARK THIMM
100 SOUTH FIRST ST. ROOM 409
MINNEAPOLIS, MN 55401-9990

**NOTICE OF TAKING PROPOSAL AND COMMENTS
UNDER INTERNAL CONSIDERATION**

Date 09/15/2011

Postal Customers of the Spring lake Post Office: The Postal Service appreciates receiving the views of those of you who submitted comments on the proposal to close the Spring lake Post Office, which was posted 07/15/2011 through 09/15/2011. These comments will be considered carefully as the matter is reviewed further in my office and at higher levels within the Postal Service.

When a final decision is made by the Postal Service, that decision will be posted in place of this notice. If the decision is to approve the proposal, any customer of the Spring lake Post Office who disagrees will have the right to appeal that decision to the Postal Regulatory Commission in Washington, DC.

Sincerely,

A handwritten signature in black ink, appearing to read "Dave Krage". The signature is fluid and cursive, with the first name "Dave" and last name "Krage" clearly distinguishable.

DAVE KRAGE
100 SOUTH FIRST ST. ROOM 426B
MINNEAPOLIS, MN 55401-9990



09/23/2011

DEAN T. SEDGWICK
PO BOX 43
SPRING LAKE, MN 56680

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Spring Lake Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.
- You suggested that the Postal Service should lobby Congress for legislative change. The Postmaster General has testified at Congressional hearings on many occasions over the past several years, asking for change. However, until new laws are enacted, we must abide by the current ones.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely,

A handwritten signature in black ink that reads "Dave Krage". The signature is fluid and cursive, with the first name "Dave" being more prominent than the last name "Krage".

Dave Krage
Manager, Post Office Operations
100 South First St. Room 426B
Minneapolis, MN, 55401-9990

DOCKET NO. 1382542-52680
ITEM NO. 38
PAGE 2

September 7, 2011

Marquette Campbell 612-3493568
US Post Office
100 South First Street
Room 426 B
Minneapolis, Mn 55401

4449 (FAX)

Subject: Opposition to Spring Lake 56680 Post Office Closing

Dear Ms Campbell:

This letter is a follow up to our July telephone conversation when I expressed my opposition to the closing of the Spring Lake Post Office located within the Spring Lake Store. My opposition to the post office closing is still the same and I don't believe that this action would be in the best interest of the community.

You have over the past years closed the Max and Wirt post offices that served this area and now the only close post office is proposed to close. If this facility were not open then our closest location would be over 20 miles away in any direction from our home. The round trip would represent about three gallons of fuel or \$12 (260 days per year x \$12/day = \$3100 per year just to get our mail) a day in cost just for the mail.

We shop at the Spring Lake store when we pick up the mail so most likely this activity would change and again there would be a cost increase to our family for longer distance shopping. More than likely there would be further pressure on the store sales due to the reduction in traffic into the store.

We use the post office for shipping from our local business for two major reasons: one the competitors do not serve the rural areas well and two the post office service is very good at this local Spring Lake post office. This good service is not provided at all post office facilities in this local area as has been noted with our past experience.

Lastly, but most important is the issue that encompasses United States operational assessments. It is my understanding that there is a multi billion-dollar annual fee paid to the federal government, which is destroying the overall post office balance sheet. Due to the one time huge multibillion-

DOCKET NO.

1382542-56680

ITEM NO.

38

PAGE

3

dollar fee and the continued annual fee, the post office is under financial pressure and can't continue to successfully operate. The closure of a local post office due to inappropriate federal government assessments should not be the basis for closing a facility. Rather the post office should simply lobby against such inappropriate federal government activity and take this issue to a referendum vote by the general populace.

The rural areas depend upon the post office in ways that may not be the same for the urban regions. We have switched our business and most personal mail to the local Spring Lake post office and it would be a very great disservice and imposition to once again change mailing addresses.

The Spring Lake post office 56680 should remain open. Feel free to contact me regarding this issue.

Yours truly



Dean T. Sedgwick

PO box 43

Spring Lake, Minnesota 56680



A. Office

Name: SPRING LAKE State: MN Zip Code: 56680
Area: WESTERN District: NORTHLAND PFC
Congressional District: MN 08 County: ITASCA
EAS Grade: 55 Finance Number: 268850
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

This form is a place holder for number 39. There was not a premature appeal received.

Prepared by: Margaret Campbell
Title: NORTHLAND PFC Post Office Review Coordinator
Tele No: (612) 349-3568

Date: 09/23/2011
Fax No: (612)
349-0389

Analysis of 60-Day Posting Comments

Number of comments returned

Total questionnaires distributed	1
Favorable comments	0
Unfavorable comments	1
No opinion expressed	0
Total comments returned	1

Postal Concerns

The following postal concerns were expressed

1. Concern (UnFavorable):

Response:

You suggested that the Postal Service should lobby Congress for legislative change. The Postmaster General has testified at Congressional hearings on many occasions over the past several years, asking for change. However, until new laws are enacted, we must abide by the current ones.

2. Concern (UnFavorable):

Customers were concerned about having to travel to another Post Office for service.

Response:

Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

Nonpostal Concerns

The following nonpostal concerns were expressed

Date of Posting: 07/15/2011

Posting Round Date:

Date of Removal: 09/15/2011

Removal Round Date:

PROPOSAL TO CLOSE
THE SPRING LAKE, MN POST OFFICE
AND EXTEND
SERVICE BY RURAL ROUTE SERVICE
(REVISED)

DOCKET NUMBER 1382542 - 56680

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Spring Lake, MN Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Marcell Post Office, located 10 miles away.

The postmaster position became vacant when the postmaster retired on August 31, 1995. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office is being studied for possible closing or consolidation due to the following reasons: A review of the Spring Lake Post Office has shown that the workload has steadily decreased. Current workload is 1.3 hours per day. Revenue has dropped 15.9% in the past 2 years. The office is open 4 hours daily. This reduced workload suggests that the maintenance of an independent office at Spring Lake may not be warranted. The community could receive regular and effective service through rural route delivery.

The Spring Lake Post Office, an EAS-55 level, provides service from 09:30 am - 13:30 pm Monday - Friday , 09:30 am - 13:30 pm Saturday and lobby hours of 8:00 am - 18:00 pm on Monday - Friday and 8:00 am - 18:00 pm on Saturday to 20 post office box or general delivery customers and no delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged five transaction(s) accounting for five minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by rural route service. Office receipts for the last 3 years were: \$10,664 (28 revenue units) in FY 2008; \$9,817 (26 revenue units) in FY 2009; and \$8,956 (23 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On June 29, 2011, representatives from the Postal Service were available at Spring Lake Community Center, Highway 4 to answer questions and provide information to customers. 4 customer(s) attended the meeting.

On June 15, 2011, 86 questionnaires were distributed to delivery customers of the Spring Lake Post Office. Questionnaires were also available over the counter for retail customers at the Spring Lake Post Office. 19 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 0 favorable, 2 unfavorable, and 17 expressed no opinion.

If this proposal is implemented, delivery and retail services will be provided by the Marcell Post Office, an EAS-13 level office. Window service hours at the Marcell Post Office are from 7:30 - 12:00 & 13:00 - 16:00, Monday through Friday, and 8:00 - 9:30 on Saturday. There are 72 post office boxes available.

The following concerns were expressed from questionnaires, the community meeting, from customer letters, on the petition, and from the congressional inquiry:

1. **Concern:** Customer expressed a concern about package delivery and pickup.

Response: Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter.
2. **Concern:** Customers expressed concern for those customers with disabilities who are not able to go to administrative Post Office to pick up their mail.

Response: Customers are not required to travel to another Post Office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.
3. **Concern:** Customers were concerned about mail security.

Response:

Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

4. **Concern:**

Customers were concerned about senior citizens.

Response:

Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information. Regarding your comments on package pick up, your rural carrier will come to your door and pick up packages, free of charge. You may either contact the postmaster and request a pick up or you may go online at usps.com.

5. **Concern:**

Response:

The customer suggested that the Postal Service should lobby Congress for legislative change. The Postmaster General has testified at Congressional hearings on many occasions over the past several years, asking for change. However, until new laws are enacted, we must abide by the current ones.

6. **Concern:**

Customers were concerned about having to travel to another Post Office for service.

Response:

Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

7. **Concern:**

Customer expressed concern about 1.00 fee for change of address on-line services.

Response:

By giving a credit card number it assures the person changing the address is valid and it's a way of tracking who is changing the address via our on-line services.

8. **Concern:**

Customer expressed concern of mailing her packages from Arizona home and things being broken when they arrived at the destination.

Response:

The postal service offers insurance that should be taken out on items mailed that are of value. Items should always be packed well and in a package adequate to hold packing material and the items being mailed. If you have ongoing problems with damaged packages, please report the incidents immediately to your post office or our 1-800 number.

9. **Concern:**

Customer inquired if the statutes have changed in the last 5 years concerning closures.

Response:

No, we still follow the regulations in our postal manuals and requirements under Title 39. However, with the decline in mail volume and workload, we are looking closely at all offices of every size.

Some advantages of the proposal are:

1. The rural or contract delivery carrier may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

Some disadvantages of the proposal are:

1. The loss of a retail outlet and a postmaster position in the community. Retail services may be provided by the rural or contract delivery carrier.
2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.

Taking all available information into consideration, the Postal Service concludes this proposal will provide a maximum degree of effective and regular postal services to the community.

II. EFFECT ON COMMUNITY

Spring Lake is an unincorporated community located in ITASCA County. The community is administered politically by Lake Jessi Township. Police protection is provided by the Itasca County Sheriff. Fire protection is provided by the Bigfork Volunteer Fire Department. The community is comprised of retirees, self-employed, and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: Sand Lake Alliance Church, Spring Lake Store, Watts News, Itasca Power, ATI, Boggs Trucking & Busing, MacRostie Leathers, Tam O'Shanter Resort, Island View Resort, Ghost Bay Resort, Edgewater Resort, Chapel Hill Resort, Barney's Resort & Campground, Anchor Inn Resort, J Boyer/Arbitrator/Ombudsman and Boyer Tree & Limb Service . Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Spring Lake Post Office will be available at the Marcell Post Office. Government forms normally provided by the Post Office will also be available at the Marcell Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

1. **Concern:** Customers expressed concern for loss of community identity.
Response: A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.
2. **Concern:** Customers felt the loss of a Post Office would have a detrimental effect on the business community.
Response: Businesses generally require regular and effective postal services, and these will always be provided to the community. Questionnaire responses revealed that customers will continue to use local businesses if the Post Office is discontinued.

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community.

III. EFFECT ON EMPLOYEES

The postmaster position became vacant when the postmaster retired on August 31, 1995. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected. Since the postmaster vacancy an OIC has been installed to operate the office.

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 18,223 with a breakdown as follows:

Postmaster Salary (EAS-55, No COLA)	\$ 14,726
Fringe Benefits @ 33.5%	\$ 4,933
Annual Lease Costs	+ \$ 720
Total Annual Costs	\$ 20,379
Less Annual Cost of Replacement Service	- \$ 2,156
Total Annual Savings	<u>\$ 18,223</u>

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

The Postal Service is proposing to close the Spring Lake, MN Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Marcell Post Office, located 10 miles away.

The postmaster retired on August 31, 1995. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. Post office workload has declined. Effective and regular service will continue to be provided by rural route service.

The Spring Lake Post Office provided delivery and retail service to 20 PO Box or general delivery customers and no delivery route customers. The daily retail window transactions averaged five. There are no permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a Post Office for service. The Postal Service will save an estimated \$18,223 annually. A disadvantage to some may be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with a rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this proposal is warranted.

VII. NOTICES

- A. Support Materials. Copies of all materials upon which this proposal is based are available for public inspection at the Spring Lake Post Office and Marcell Post Office during normal office hours.
- B. This is a proposal. It is not a final determination to close this post office. If a final determination is made to close this post office, after public comments on this proposal are received and taken into account, a notice of that final determination will be posted in this office.

The final determination will contain instructions on how affected customers may appeal that decision to the Postal Regulatory Commission. Any such appeal must be received by the commission within 30 days of the posting of the final determination.



DAVE KRAGE
Manager, Post Office Operations

07/15/2011
Date

U.S. Postal Service POST OFFICE CLOSING OR CONSOLIDATION PROPOSAL Fact Sheet				1. Date Prepared 06/13/2011																								
2. Post Office Name SPRING LAKE		3. State and ZIP + 4 Code MN, 56680-2000																										
4. District, Customer Service NORTHLAND PFC	5. Area, Customer Service WESTERN	6. County ITASCA	7. Congressional District MN 08																									
8. Reason for Proposal to Discontinue A review of the Spring Lake Post Office has shown that the workload has steadily decreased. Current workload is 1.3 hours per day. Revenue has dropped 15.9% in the past 2 years. The office is open 4 hours daily. This reduced workload suggests that the maintenance of an independent office at Spring Lake may not be warranted. The community could receive regular and effective service through rural route delivery.		9. PO Emergency Suspend (Reason and Date) No Suspension		10. Proposed Permanent Alternate Service																								
11. Staffing		12. Hours of Service																										
a. <input type="checkbox"/> PM <input checked="" type="checkbox"/> PM Vacancy Reason & Date: retired Occupied 08/31/1995 b. <input checked="" type="checkbox"/> OIC <input type="checkbox"/> Career <input type="checkbox"/> Non-Career c. Current PM POSITION Level (150) Downgraded from EAS-55 d. No of Clerks- 0 No of Career- 0 No of Non-Career- 0 e. No of Others- 1 No of Career- 0 No of Non-Career- 1		a. Time M-F 09:30 am - 13:30 pm Sat 09:30 am - 13:30 pm Total Window Hours Per Week a. Lobby Time M-F 8:00 am - 18:00 pm Sat 8:00 am - 18:00 pm 24.00																										
13. Number of Customers Served		14. Daily Volume (Pieces)																										
a. General Delivery 0 b. P.O. Box 20 c. City Delivery 0 d. Rural Delivery 0 e. Highway Contract Route Box 0 f. Total 20 g. No. Receiving Duplicate Service 0 h. Average No. Daily Transactions 4.80		<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Types of Mail</th> <th>Received</th> <th>Dispatched</th> </tr> </thead> <tbody> <tr><td>a. First-Class</td><td>31</td><td>17</td></tr> <tr><td>b. Newspaper</td><td>16</td><td>0</td></tr> <tr><td>c. Parcel</td><td>2</td><td>1</td></tr> <tr><td>d. Other</td><td>0</td><td>0</td></tr> <tr><td>e. Total</td><td>48</td><td>19</td></tr> <tr><td>f. No. of Postage Meters</td><td></td><td>0</td></tr> <tr><td>g. No. of Permits</td><td></td><td>0</td></tr> </tbody> </table>			Types of Mail	Received	Dispatched	a. First-Class	31	17	b. Newspaper	16	0	c. Parcel	2	1	d. Other	0	0	e. Total	48	19	f. No. of Postage Meters		0	g. No. of Permits		0
Types of Mail	Received	Dispatched																										
a. First-Class	31	17																										
b. Newspaper	16	0																										
c. Parcel	2	1																										
d. Other	0	0																										
e. Total	48	19																										
f. No. of Postage Meters		0																										
g. No. of Permits		0																										
Finances a. FY 2008 2009 2010		Receipts \$ 10,664 \$ 9,817 \$ 8,956	b. EAS Step 1 PM Basic Salary (no Cola) \$ 14726	c. PM Fringe Benefits (33.5% of b.) \$4,933																								
16a. Quarters																												
<input type="checkbox"/> Postal Owned <input checked="" type="checkbox"/> Leased (if Leased, Expiration Date) 07/31/2011 Annual Lease \$ 720 30-day cancellation clause? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Evicted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No (if Yes, must vacate by) Located in: <input checked="" type="checkbox"/> Business <input type="checkbox"/> Home <input type="checkbox"/> Other Suitable alternate quarters available? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No																												
16b. Explain:																												
17. Schools, Churches and Organization in Service Area: No: 1 Sand Lake Alliance Church		19. Administrative/Emanating Office (Proposed): Name MARCELL EAS Level 13 Miles Away 10.0 7:30 - 12:00 & 13:00 Window Service Hours: M-F- 16:00 SAT 8:00 - 9:30 Lobby Hours: M-F 24 hours SAT 24 hours PO Boxes Available: 72																										
18. Businesses in Service Area: No: 15 Spring Lake Store, Watts News, Itasca Power, ATI, Boggs Trucking & Busing, MacRostie Leathers, Tam O'Shanter Resort, Island View Resort, Ghost Bay Resort, Edgewater Resort, Chapel Hill Resort, Barney's Resort & Campground, Anchor Inn Resort, J Boyer/Arbitrator/Ombudsman and Boyer Tree & Limb Service		20. Nearest Post Office (if different from above): Name MARCELL EAS Level 13 Miles Away 10.0 7:30 - 12:00 & 13:00 Window Service Hours: M-F- 16:00 SAT 8:00 - 9:30 Lobby Hours: M-F 24 hours SAT 24 hours PO Boxes Available: 72																										
21. Prepared by																												
Printed Name and Title JOANNE CRAPISI		Signature JOANNE CRAPISI		Telephone No. AC () (612) 349-3568																								
PO Discontinuance Coordinator Name MARGARET CAMPBELL		Telephone No. AC () (612) 349-3568		Location MINNEAPOLIS, MN																								



09/20/2011

MEMO TO THE RECORD

SUBJECT: Certification of the Record
SPRING LAKE
Docket Number 1382542 - 56680

This certifies that all comments and documents enclosed in the attached record are originals, or true and correct copies of the originals.

A handwritten signature in black ink, appearing to read "Anthony Williams", with a stylized flourish at the end.

ANTHONY WILLIAMS
District Manager

LOG OF POST OFFICE DISCONTINUANCE ACTIONS

Office Name, State, ZIP Code: SPRING LAKE, MN, 56680-2000

EAS Level: 55

District: NORTHLAND PFC

County: ITASCA

Congressional District: MN 08

Proposal: ☒ Close ☐ Consolidate

Reason For Proposed: retired

Alternate Service Proposed: Rural Route Service

Customers Affected:

Post Office Box: 20

General Delivery: 0

Rural Route: 0

Highway Contract Route (HCR): 0

City Route: 0

Intermediate Rural: 0

Intermediate HCR: 0

Total number of customers: 20

Date	Action
	Office suspended. Reason suspended:
	Suspension notice sent to Headquarters.
08/31/1995	Postmaster vacancy occurred. Reason: retired
	OIC: Career: 0 Noncareer: 1 Other Employees: 1
05/27/2011	District manager authorization to study.
	Questionnaires sent to customers. Number sent: 86 Number Returned: 19
06/15/2011	Analysis: Favorable 0 Unfavorable 2 No Opinion 17
	Petition received. Number of signatures: 0
	Concerns expressed:
	Congressional inquiry received: No
	Concerns expressed:
07/08/2011	Proposal and checklist sent to district for review.
07/01/2011	Government Relations and Retail Operations notified by district 10 days before the 60-day posting (PS Form 4920 attached).
07/08/2011	Proposal and invitation for comments posted and round-dated.
09/20/2011	Proposal and invitation for comments removed and round-dated.
	Comment Analysis:
	Favorable 0 Unfavorable 1 No Opinion 0 1
None	Premature PRC appeal received.
	Concerns expressed:
06/13/2011	Updated PS Form 4920 completed (if necessary).
09/20/2011	Certification of the official record.
	District transmittal of official record to vice president, Delivery and Retail, and copy of transmittal letter to vice president, Area Operations.
	Headquarters logged in official record (option entry).
	Record returned to district for additional consideration.
	Record returned as not warranted.
	Final determination posted at affected office(s) and round-dated.
	Final determination removed and round-dated.
	Postal Bulletin Post Office Change Announcement form sent to Headquarters.
	No appeals letter received from Headquarters.
	Appeal to PRC received.
	PRC opinion received on appeal:
	Affirmed: _____ Remanded: _____ USPS Withdrawn: _____
	Address management systems notified to updated AMS report.
	Discontinuance announced in Postal Bulletin No.: _____ Effective date: _____

Review Coordinator/person most familiar with the case:

MARGARET CAMPBELL
Name/Title

MARGARET CAMPBELL
District Post Office Review Coordinator

(612) 349-3568
Telephone Number

(612) 349-3568
Telephone Number



09/30/2011

VICE PRESIDENT, DELIVERY AND POST OFFICE OPERATIONS
UNITED STATES POSTAL SERVICE
475 L'ENFANT PLAZA ROOM 5621
WASHINGTON DC 20260-5621

SUBJECT: Official Record

Enclosed for your review and approval is the official record to discontinue the Spring Lake Post Office.

All appropriate actions have been taken, and we have considered the concerns/comments of affected customers. The record has been thoroughly reviewed, and all necessary documentation is included. All documents in the record are numbered and contain docket and item numbers on each page and a chronological index of all documents in the record is included. Effective and regular service will be provided to community residents by permanently implementing the alternative service proposed.

Refer questions about this Post Office discontinuance to Margaret Campbell, Post Office Review Coordinator, at (612) 349-3568 or Dave Krage Manager Post Office Operations.

A handwritten signature in black ink, appearing to read "Anthony Williams", with a stylized flourish at the end.

ANTHONY WILLIAMS
DISTRICT MANAGER
100 SOUTH FIRST ST. ROOM 426B
MINNEAPOLIS, MN 55401-9990

Enclosures:

One copy of record (<http://hqcsopps.usps.gov/public/dis/4E/P1382542.pdf>)
Headquarters acknowledgment of receipt of official record (optional)
Self-addressed envelope

cc: Vice President, WESTERN Area (no enclosures)

Headquarters Acknowledgment of Receipt of Official Record

The official record to consolidate the SPRING LAKE was received by 10/02/2011.
Please contact the Headquarters coordinator at (916) 916-8315 or the address below for additional information regarding its status.

475 L'ENFANT PLAZA SW ROOM 6700
WASHINGTON DC 20260-6700

Enclosure: (self-addressed envelope)

***Note:** The acknowledgment form is optional and to be used at the district's discretion. Please provide the following memorandum **and a self-addressed return envelope** if you wish to receive an acknowledgment of Headquarters receipt of the record.

Date of Posting: 10/27/2011

Date of Removal: 11/28/2011

FINAL DETERMINATION TO CLOSE
THE SPRING LAKE, MN POST OFFICE
AND EXTEND
SERVICE BY RURAL ROUTE SERVICE

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is issuing the final determination to close the Spring Lake, MN Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Marcell Post Office, located 10 miles away.

The postmaster position became vacant when the postmaster retired on August 31, 1995. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office was studied for possible closing or consolidation due to the following reasons: A review of the Spring Lake Post Office has shown that the workload has steadily decreased. Current workload is 1.3 hours per day. Revenue has dropped 15.9% in the past 2 years. The office is open 4 hours daily. This reduced workload suggests that the maintenance of an independent office at Spring Lake may not be warranted. The community could receive regular and effective service through rural route delivery.

The Spring Lake Post Office, an EAS-55 level, provides service from 09:30 am - 13:30 pm Monday - Friday, 09:30 am - 13:30 pm Saturday and lobby hours of 8:00 am - 18:00 pm on Monday - Friday and 8:00 am - 18:00 pm on Saturday to 20 post office box or general delivery customers and no delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged five transaction(s) accounting for five minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by rural route service. Office receipts for the last 3 years were: \$10,664 (28 revenue units) in FY 2008; \$9,817 (26 revenue units) in FY 2009; and \$8,956 (23 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On June 29, 2011, representatives from the Postal Service were available at Spring Lake Community Center, Highway 4 to answer questions and provide information to customers. 4 customer(s) attended the meeting.

On June 15, 2011, 86 questionnaires were distributed to delivery customers of the Spring Lake Post Office. Questionnaires were also available over the counter for retail customers at the Spring Lake Post Office. 19 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 0 favorable, 2 unfavorable, and 17 expressed no opinion.

When this final determination is implemented, delivery and retail services will be provided by the Marcell Post Office, an EAS-13 level office. Window service hours at the Marcell Post Office are from 7:30 - 12:00 & 13:00 - 16:00, Monday through Friday, and 8:00 - 9:30 on Saturday. There are 72 post office boxes available.

The proposal to close the Spring Lake Post Office was posted with an invitation for comment at the Spring Lake Post Office and Marcell Post Office from July 15, 2011 to September 15, 2011. The following additional concerns were received during the proposal posting period:

1. **Concern:** Customer expressed a concern about package delivery and pickup.

Response: Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter.
2. **Concern:** Customers expressed concern for those customers with disabilities who are not able to go to administrative Post Office to pick up their mail.

Response: Customers are not required to travel to another Post Office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.
3. **Concern:** Customers were concerned about mail security.

Response:

Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

4. **Concern:**

Customers were concerned about senior citizens.

Response:

Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information. Regarding your comments on package pick up, your rural carrier will come to your door and pick up packages, free of charge. You may either contact the postmaster and request a pick up or you may go online at usps.com.

5. **Concern:**

Response:

The customer suggested that the Postal Service should lobby Congress for legislative change. The Postmaster General has testified at Congressional hearings on many occasions over the past several years, asking for change. However, until new laws are enacted, we must abide by the current ones.

6. **Concern:**

Customers were concerned about having to travel to another Post Office for service.

Response:

Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

7. **Concern:**

Customer expressed concern about 1.00 fee for change of address on-line services.

Response:

By giving a credit card number it assures the person changing the address is valid and it's a way of tracking who is changing the address via our on-line services.

8. **Concern:**

Customer expressed concern of mailing her packages from Arizona home and things being broken when they arrived at the destination.

Response:

The postal service offers insurance that should be taken out on items mailed that are of value. Items should always be packed well and in a package adequate to hold packing material and the items being mailed. If you have ongoing problems with damaged packages, please report the incidents immediately to your post office or our 1-800 number.

9. **Concern:**

Customer inquired if the statutes have changed in the last 5 years concerning closures.

Response:

No, we still follow the regulations in our postal manuals and requirements under Title 39. However, with the decline in mail volume and workload, we are looking closely at all offices of every size.

Some advantages of the proposal are:

1. The rural and contract carriers may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.

4. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

Some disadvantages of the proposal are:

1. The loss of a retail outlet. Retail services may be provided by the rural or contract delivery carrier.
2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.

Taking all available information into consideration, the Postal Service concludes this final determination will provide a maximum degree of effective and regular postal services to the community.

II. EFFECT ON COMMUNITY

Spring Lake is an unincorporated community located in ITASCA County. The community is administered politically by Lake Jessi Township. Police protection is provided by the Itasca County Sheriff. Fire protection is provided by the Bigfork Volunteer Fire Department. The community is comprised of retirees, self-employed and those who commute to work at nearby communities and may work in local businesses.

Businesses and organizations include: Sand Lake Alliance Church, Spring Lake Store, Watts News, Itasca Power, ATI, Boggs Trucking & Busing, MacRostie Leathers, Tam O'Shanter Resort, Island View Resort, Ghost Bay Resort, Edgewater Resort, Chapel Hill Resort, Barney's Resort & Campground, Anchor Inn Resort, J Boyer/Arbitrator/Ombudsman and Boyer Tree & Limb Service. Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Spring Lake Post Office will be available at the Marcell Post Office. Government forms normally provided by the Post Office will also be available at the Marcell Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

- | | |
|--------------------|---|
| 1. Concern: | Customers expressed concern for loss of community identity. |
| Response: | A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses. |
| 2. Concern: | Customers felt the loss of a Post Office would have a detrimental effect on the business community. |
| Response: | Businesses generally require regular and effective postal services, and these will always be provided to the community. Questionnaire responses revealed that customers will continue to use local businesses if the Post Office is discontinued. |

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this final determination will not adversely affect the community.

III. EFFECT ON EMPLOYEES

The postmaster position became vacant when the postmaster retired on August 31, 1995. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected. Since the postmaster vacancy an OIC has been installed to operate the office.

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 18,223 with a breakdown as follows:

Postmaster Salary (EAS-55, No COLA)	\$ 14,726
Fringe Benefits @ 33.5%	\$ 4,933
Annual Lease Costs	<u>+ \$ 720</u>
Total Annual Costs	\$ 20,379
Less Annual Cost of Replacement Service	<u>- \$ 2,156</u>

Total Annual Savings

\$ 18,223

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

This is the final determination to close the Spring Lake, MN Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Marcell Post Office, located 10 miles away.

The postmaster retired on August 31, 1995. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. The workload has declined. Effective and regular service will continue to be provided by rural route service.

The Spring Lake Post Office provided delivery and retail service to 20 PO Box or general delivery customers and no delivery route customers. The daily retail window transactions averaged five. There are no permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a Post Office for service. The Postal Service will save an estimated \$18,223 annually. A disadvantage to some will be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this final determination is warranted.

VII. NOTICES

- A. Support Materials. Copies of all materials upon which this final determination is based are available for public inspection at the Spring Lake Post Office and Marcell Post Office during normal office hours.
- B. Appeal Rights. This final determination to close the Spring Lake Post Office may be appealed by any person served by that office to the Postal Regulatory Commission at 901 New York Ave NW, Suite 200, Washington DC 20268-0001. Appeals must be received by the Commission within 30 days of the date this final determination is posted. If an appeal is filed, copies of appeal documents prepared by the Postal Regulatory Commission or the parties to the appeal will be made available for public inspection at Spring Lake Post Office and Marcell Post Office during normal office hours.



Dean J Granholm
Vice President of Delivery and Post Office Operations

10/11/2011

Date



10/27/2011

OFFICER-IN-CHARGE/POSTMASTER
Spring Lake Post Office

SUBJECT: Letter of Instructions Regarding Posting of the Spring Lake Post Office Final
Determination Docket No. 1382542 - 56680

Please post in the lobby the enclosed final determination to close the Spring Lake Post Office. The final determination must be posted in a prominent place from 10/27/2011 through close of business on 11/28/2011. It must be posted for at least 30 days and the first day does not count. Additionally, please take down the posted "Notice of Taking Proposal and Comments under Internal Consideration" and return to this office.

Round-date stamp the cover of the final determination on the date of posting and on the date of removal. Please send the final determination to me by close of business on 11/29/2011.

Additional copies of the final determination are enclosed. Provide them to customers upon request.

Also enclosed is the official record upon which this final determination is based. Customers may read it; however, they may not remove it from your office. When a customer requests a copy of the record, provide it upon payment of any fees prescribed in Administrative Support Manual. If you do not have photocopy equipment, take the customer's name, address and telephone number and contact the district for needed copies.

If there are any questions, please contact me at (612) 349-3568.

Sincerely,

A handwritten signature in black ink that reads "Margaret Campbell". The signature is written in a cursive, flowing style.

MARGARET CAMPBELL
POST OFFICE REVIEW COORDINATOR
100 SOUTH FIRST ST. ROOM 426B
MINNEAPOLIS, MN 55401-9990

Enclosures:
Final Determination Official Record

DOCKET NO.

ITEM NO.

PAGE

1382542-56680

49

1

Date of Posting: 10/27/2011

Date of Removal: 11/28/2011

FINAL DETERMINATION TO CLOSE
THE SPRING LAKE, MN POST OFFICE
AND EXTEND
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1382542 - 56680

OCT 26 2011

NOV 28 2011

DOCKET NO.

ITEM NO.

PAGE

1382542-526680

49

2



Date of Posting: 10/27/2011

Date of Removal: 11/28/2011



FINAL DETERMINATION TO CLOSE
THE SPRING LAKE, MN POST OFFICE
AND EXTEND
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1382542 - 56680



11/18/2011

DISTRICT MANAGER
NORTHLAND PFC
100 SOUTH FIRST ST. ROOM 426B
MINNEAPOLIS, MN, 55401-9990

ATTENTION: Post Office Review Coordinator

SUBJECT: Announcement of Appeal to the Discontinuance of the
SPRING LAKE, 56680-2000 Docket No. 1382542 - 56680

This is to advise you that an appeal to the final determination to discontinue the SPRING LAKE has been filed with the Postal Regulatory Commission. The Headquarters managing counsel, legal policy and ratemaking office, will provide you with copies of all pleadings, notices, orders, briefs, and opinions filed in the appeal proceeding.

In accordance with the Postal Operations Manual, please ensure that a copy of these documents, as well as the final determination, are prominently displayed and made available for inspection by the public at the affected Post Offices until the Commission has issued its final order and opinion. The Postal Regulatory commission has up to 120 days (four months) to consider the appeal and issue its decision.

No final action may be taken until the final decision has been made and you have received written notification of that decision along with appropriate instructions.

This memorandum must be filed in the official record.

If you have any questions, please contact Kevin Romero at (916) 373-8315.

Thank you for your cooperation.

Kevin Romero
Manager Field Performance West

cc:
Vice President, Area Operations WESTERN Area
Government Relations and Public Policy